Canon

MultiPASS C100 ™

User's Guide

CE This equipment is in conformity with essential requirements of
EC Directive 1999/5/EC.
We declare the product is in conformity with the EMC
requirements of EC Directive1999/5/EC at nominal mains input
230 V, 50 Hz although the rated input of the product is
200–240 V, 50–60 Hz.

(For Europe Only)

Copyright

Trademarks

As an ENERGY STAR® Partner, Canon has determined that the MultiPASS C100 meets the ENERGY STAR® guidelines for energy efficiency.

SUPER G3
HIGH-SPEED FACSIMILE

Super G3 is a phrase used to describe the new generation of fax units that use ITU-T V.34 standard 33.6 Kbps* modems. Super G3 High Speed Fax units allow transmission time of approximately three seconds* per page which results in reduced telephone line charges.

*Approximately three seconds per page document transmission time based on Canon FAX Standard Chart No. 1 (Standard Mode) at 33.6 Kbps modem speed. The Public Switched Telephone Network (PSTN) currently supports 28.8 Kbps modem speeds or lower, depending on telephone line conditions.

For Your Safety (Australia Only)

To ensure safe operation the three-pin plug supplied must be inserted only into a standard three-pin power point which is effectively earthed through the normal household wiring.

Extension cords used with the equipment must be three-core and be correctly wired to provide connection to earth. Wrongly wired extension cords are a major cause of fatalities.

The power point shall be located near the equipment and shall be easily accessible.

The fact that the equipment operates satisfactorily does not imply that the power point is earthed and the installation is completely safe. For your safety, if in any doubt about the effective earthing of the power point, consult a qualified electrician.

Caution (New Zealand Only)

1. This equipment may not necessarily provide for the effective hand-over of a call to or from a telephone connected to the same line.

2. The operation of this equipment on the same line as telephone or other equipment with audible warning devices or automatic ring detectors will give rise to bell tinkle or noise and may cause false tripping of the ring detector. Should such problems occur, the user is not to contact Telecom faults service.

3. Should this equipment become physically damaged, disconnect immediately from the Telecom connection and power source and contact your nearest service agent.

4. To relocate this equipment please.
   1) Disconnect the equipment from the Telecom connection.
   2) Disconnect the equipment from the power source.
   3) Reconnect the equipment to the power source.
   4) Reconnect the equipment to the Telecom connection.

5. If the supply cord of this equipment is damaged, it must be replaced by the special cord (Parts No.: HH2-1910).

6. Not all standard telephones will respond to incoming ringing when connected to the extension socket.

7. This device may be subject to bell tinkle, or mistakenly enter receive mode when calls are made from another device on the same line. If this occurs, the problem should not be referred to the Telecom Faults service.

8. Please note when you connect an extension phone to this device, if you use an extension phone which has features such as "last number redial", redial memory numbers may be lost.

Contents

Chapter 4: Document Handling

Chapter 5: Paper Handling

Chapter 6: Speed Dialling

Chapter 7: Sending Faxes

Chapter 8: Receiving Faxes

Chapter 9: Special Features

Chapter 10: Making Copies

Chapter 11: Reports and Lists

Chapter 12: Maintenance

Chapter 13: Troubleshooting

Chapter 14: Summary of Settings

Appendix A: Specifications

Appendix B: Options

Chapter 1
Introduction

Using Your Documentation

Your MultiPASS includes the following documentation:

- **MultiPASS C100 User's Guide (this guide)**: Provides detailed information on how to set up, operate, maintain, and troubleshoot your MultiPASS.

- **MultiPASS Suite for Windows® Software User's Guide**: This guide, included in the CD-ROM, describes how to use your MultiPASS to fax, print, and scan from within your PC's Windows® environment.

Type Conventions Used in This Guide

Please read the list below of symbols, terms, and abbreviations used in this guide.

⚠ **CAUTION**   **Cautions tell you how to avoid actions that could injure you or damage your MultiPASS. In order to use your unit safely, always observe these cautions.**

📝 **Note**   Notes provide advice on using the MultiPASS more effectively, describe operating restrictions, and tell you how to avoid minor difficulties. Reading these is recommended to make the most of your unit and its functions.

(→ p. *n-nn*)	A number preceded by an arrow and enclosed in parenthesis references a page number in this guide which contains more information on the topic of the previous sentence.
→ *MultiPASS Suite User's Guide*	Refer to the MultiPASS Suite for Windows® Software User's Guide (included in the CD-ROM) for details on the topic of the previous sentence.
default	A setting that remains in effect unless you change it.
document or fax	The original sheet(s) of paper you send or receive with the unit.
menu	A list of settings from which you select an item to set up or change. A menu has a title which appears in the LCD.
∨ and ∧ buttons	Used to select an item in a menu. Press ∨ to select the next item, and press ∧ to select the previous item.
transaction number	When you send or receive a document, your unit automatically assigns the document a unique transaction number. A transaction number is a four-digit number that will help you keep track of documents you send and receive.

TX/RX NO.	TX/RX NO. is the abbreviation used for *Transaction number*.
TX	Denotes *Sending*.
RX	Denotes *Receiving*.

In addition, this guide uses distinctive typefaces to identify buttons and information in the LCD:
• The buttons you press appear in this typeface: **Stop**.
• Information in the LCD appears in this typeface: USER SETTINGS.

Customer Support

Your MultiPASS is designed with the latest technology to provide trouble-free operation. If you encounter a problem with the unit's operation, try to solve it by using the information in Chapter 13. If you cannot solve the problem or if you think your MultiPASS needs servicing, contact your local authorised Canon dealer or the Canon help line.

Important Safety Instructions

Read these safety instructions thoroughly before using your MultiPASS.

⚠ **CAUTION** **Except as specifically described in this guide, do not attempt to service the MultiPASS yourself. Never attempt to disassemble the unit: opening and removing its interior covers will expose you to dangerous voltages and other risks. For all service, contact your local authorised Canon dealer or the Canon help line.**

■ Handling and Maintenance

• Follow all warnings and instructions marked on the MultiPASS.

• Do not subject the MultiPASS to strong physical shock or vibration.

• Always unplug the MultiPASS before moving or cleaning it.

• To avoid paper jams, never unplug the power cord, open the printer cover, or remove paper from the multi-purpose tray while printing.

• When transporting the MultiPASS, be sure to remove the BJ cartridge from the unit. Store the BJ cartridge in the BJ cartridge container provided with your unit.

• Always lift the MultiPASS as shown below. Never lift it by any of its attachments.
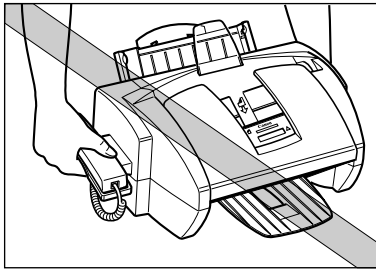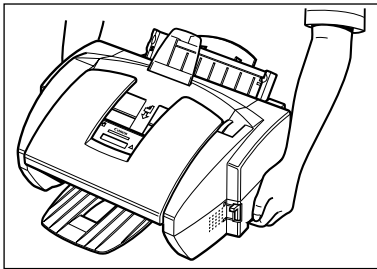
• Do not push objects of any kind into the slots or openings on the cabinet as they may touch dangerous voltage points or short out parts. This could result in fire or electric shock.

• Do not allow small objects (such as pins, paper clips, or staples) to fall into the MultiPASS. If something does fall into it, unplug the unit immediately and contact your local authorised Canon dealer or the Canon help line.

• To avoid spillage in or around the unit, do not eat or drink near the unit. If you spill liquid or if any substance falls into the unit, unplug the unit immediately and contact your local authorised Canon dealer or the Canon help line.

• Keep the MultiPASS clean. Dust accumulation can prevent the unit from operating properly.

- Unplug the MultiPASS from the wall outlet and refer service to qualified personnel under the following conditions:
  - When the power cord or plug is damaged or frayed.
  - If liquid has spilled into the unit.
  - If the unit has been exposed to rain or water.
  - If the unit does not operate normally when you have followed the instructions in this guide. Adjust only those controls that are covered by the instructions in this guide. Improper adjustment of other controls may result in damage and may require extensive work by a qualified technician to restore the product to normal operation.
  - If the unit has been dropped or the cabinet has been damaged.
  - If the unit exhibits a distinct change in performance, indicating a need for servicing.

■ Location

- Place the MultiPASS on a flat, stable, vibration-free surface that is strong enough to support its weight (approx. 6.6 kg).

- Place the MultiPASS in a cool, dry, clean, well ventilated place.
  - Make sure the area is free from dust.
  - Make sure the location is not affected by extreme temperature changes, and always stays between 10° and 32.5°C.
  - Make sure the area's relative humidity is always between 20% and 85%.

- Keep the MultiPASS away from direct sunlight as this can damage it. If you have to place it near a window, install heavy curtains or blinds.

- Do not use the MultiPASS near water. Make sure that no wet or humid objects come into contact with the unit.

- Do not use or store the MultiPASS outdoors.

- Do not install the MultiPASS near devices that contain magnets or generate magnetic fields, such as speakers.

- If possible, place the MultiPASS near an existing telephone outlet to avoid the expense of installing a new one.

- Place the MultiPASS near a standard 200–240 V AC power outlet.

- Place the MultiPASS near the PC you will be connecting it to, and make sure you can reach it easily.

- To ensure reliable operation of the MultiPASS and to protect it from overheating (which can cause it to operate abnormally and create a fire risk), do not block the exhaust vent and never block or cover any openings on the unit by placing it on a bed, sofa, rug, or other similar surface. Do not place the unit in a cupboard or built-in installation, or near a radiator or other heat source unless proper ventilation is provided. Install the unit approximately 10 cm away from walls and other equipment. For the dimensions of the MultiPASS, → p. A-2.

- Do not stack boxes or furniture around the power outlet. Keep the area free so you can reach the outlet quickly. If you notice anything unusual (smoke, strange odours, noises) around the MultiPASS, unplug the unit immediately. Contact your local authorised Canon dealer or the Canon help line.

- Do not allow anything to rest on the power cord, and do not place the unit where the cord will be walked on. Make sure the cord is not knotted or kinked.

■ Power Supply

- During electrical storms, disconnect the power cord from the power outlet. (Please note that any documents stored in the unit's memory will be deleted when you unplug the unit.)

- Whenever you unplug the MultiPASS, wait at least five seconds before you plug it in again.

⚠ **This product emits low level magnetic flux.**
CAUTION **If you use a cardiac pacemaker and feel abnormalities, please move away from this product and consult your doctor.**

Chapter 2
Setting Up

Unpacking the MultiPASS

Before unpacking your MultiPASS, be sure to choose a suitable location for your unit.
($\rightarrow$ p. 1-5)

Carefully remove all items from the box. You should have someone help by holding the box while you lift the MultiPASS and its protective packaging out of the box. Save the carton and packaging in case you need to transport the MultiPASS in the future.

Make sure you have the following items:
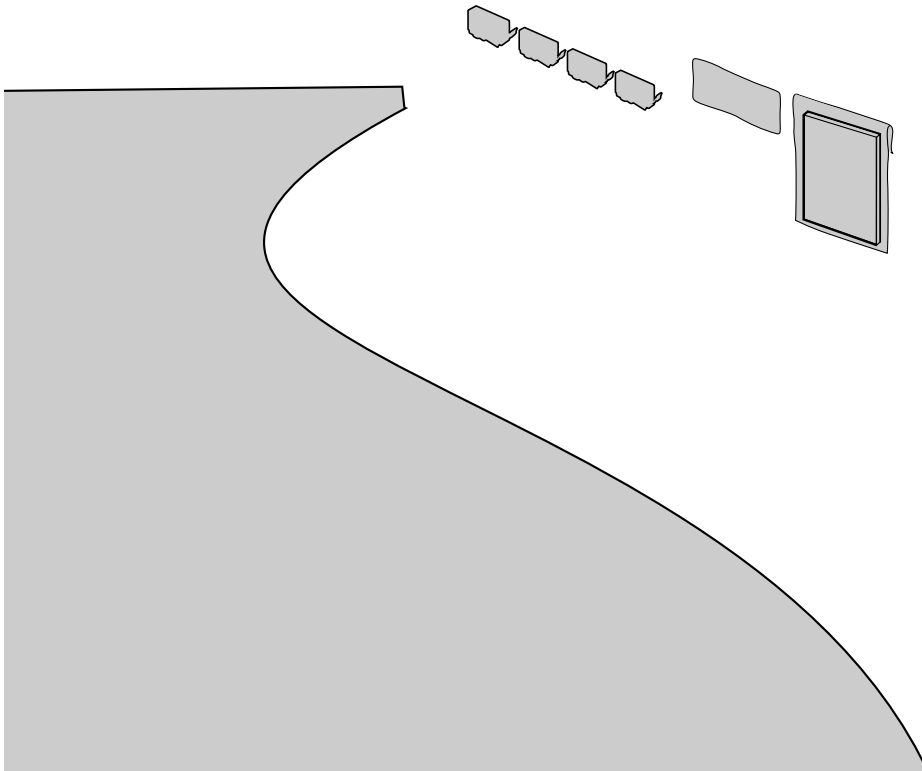
Note • The actual packaging may differ in shape, quantity, and position from the one shown above.

• Please note that the items included with your MultiPASS may vary depending on the country of purchase.

You should also have the following:

• B.T. adaptor*

• Limited warranty card**

• If any items are damaged or missing, notify your local authorised Canon dealer or the Canon help line immediately.

• In addition to the items shipped with your MultiPASS, you will need to purchase a printer cable to connect your MultiPASS to a PC. (→ p. 2-8)

• Important! Save your sales receipt for proof of purchase in case your unit requires warranty service.

* This item is only available for the UK.

** This item is only included in some countries.

g Shipping Materials

is procedure to remove the shipping materials. Keep them in case you need to
the unit in the future:
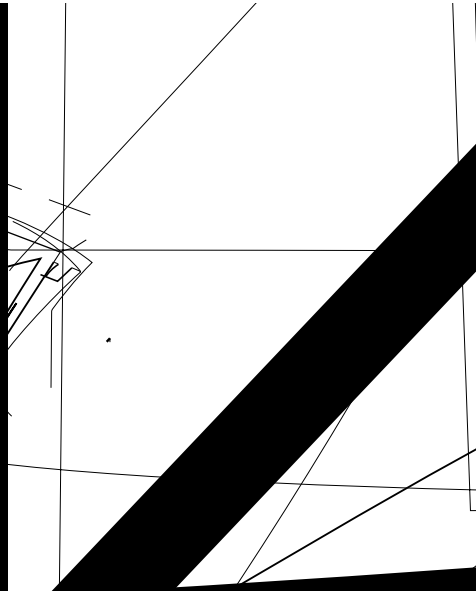
e actual shipping materials may differ in shap   and position from the ones
wn above.

Assembling the MultiPASS

Follow this procedure to assemble your MultiPASS:
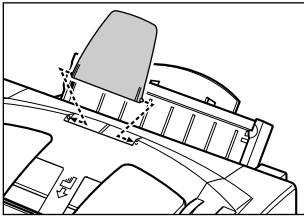
1 Hold the document support so that it curves towards the back of the unit and fit the tabs of the support into the slots above the ADF.
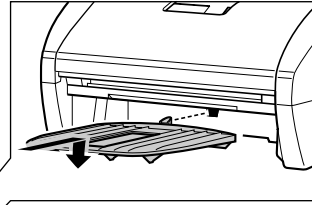
2 Hook the tab on the output tray to the opening on the MultiPASS.
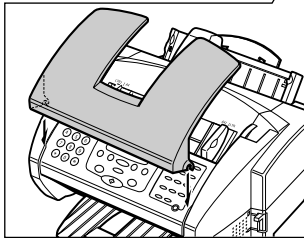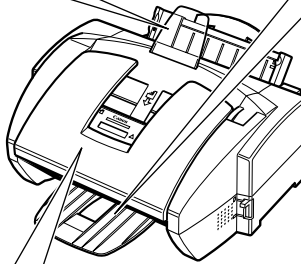
3 The MultiPASS comes with the document tray already attached. However, if you accidentally remove the tray, attach it by fitting the slots on the tray into the tabs on the unit.

Note
- To see how the MultiPASS looks fully assembled, → p. 2-10.
- For details on attaching the optional handset to your MultiPASS, → Appendix B.

Making Connections

Connecting the Telephone Line and an External Device

The MultiPASS has two jacks on the back for connection of the following:

• Telephone line

• Optional handset, telephone, answering machine, or data modem

If you only have one telephone line and plan to use the MultiPASS for receiving both faxes and voice calls, you will need to connect the optional handset, a telephone, or an answering machine to the unit.

Be sure to connect any external device before using your MultiPASS.

Follow this procedure to connect the telephone line and an external device:
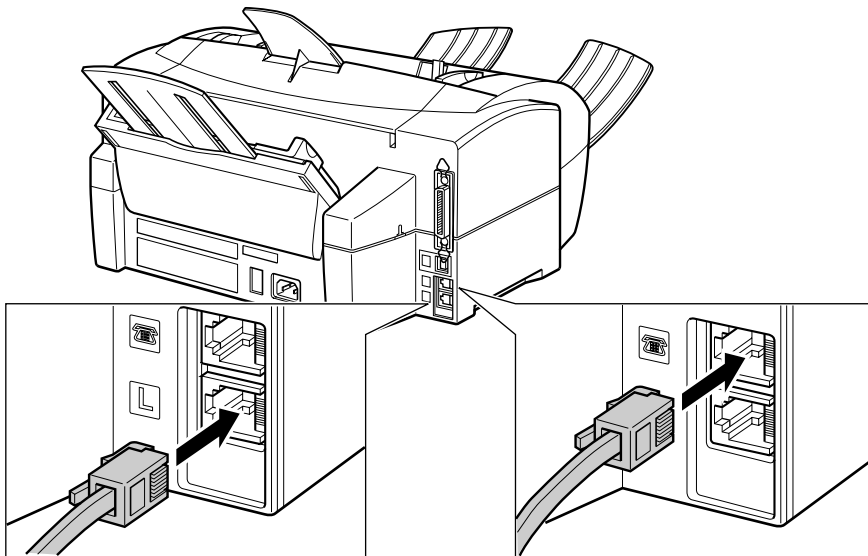
1 Connect the supplied telephone line to the L jack, then connect the other end of the line to the telephone jack on your wall.

2 Connect the line from the optional handset, telephone, answering machine, or data modem to the ☎ jack.

Note • If you have connected an external device to the MultiPASS, be sure to select the correct receive mode. (→ Chapter 8)

• To connect a telephone as well as an answering machine, connect the telephone to the answering machine, and then the answering machine to the MultiPASS.

• If you connect a modem to your MultiPASS and you use it extensively or others access your PC frequently through the modem, you may want a dedicated telephone line for your modem.

Users in the UK Only

To connect an external device to your MultiPASS, you may need to use the B.T. adaptor provided with your unit.

Follow this procedure to connect the B.T. adaptor:
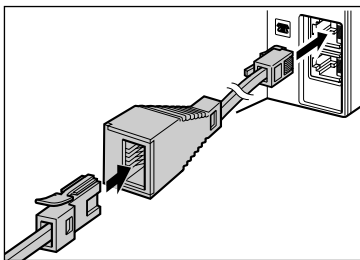
Connect the line from the telephone, answering machine, or data modem to the B.T. adaptor. Then connect the B.T. adaptor to the ☎ jack.

Connecting the MultiPASS to Your PC

To connect the MultiPASS to your PC, you will need to purchase a printer cable that matches the interface connector on your PC:

- A Centronics®-compatible parallel cable (IEEE 1284-compliant) no longer than 2 metres
  -or-
- A USB cable no longer than 5 metres

You can purchase either of these cables from your local authorised Canon dealer.

Follow this procedure to connect the appropriate cable:
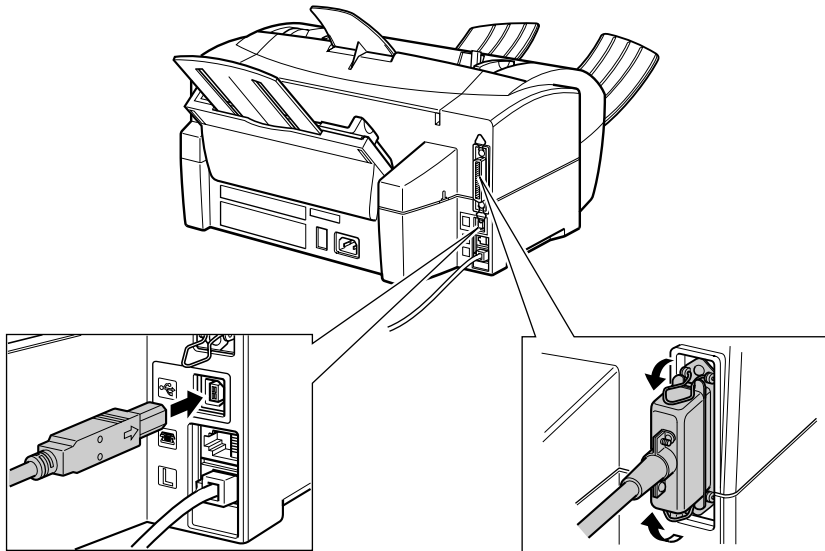
■ **Connecting a USB Cable**
Connect the USB cable to the MultiPASS and PC during software installation to ensure proper operation of the printer driver.
(→ *MultiPASS Suite User's Guide*)

■ **Connecting a Parallel Cable**
Connect the parallel cable to the MultiPASS and PC. Be sure to secure the cable connectors with the wire clips.

Note
- You only need to connect one of the above cables.
- If using a USB cable, make sure your PC is running Microsoft Windows® 98/Me or Windows® 2000, preinstalled by a computer manufacturer on purchase. (The USB port operation also needs to be assured by the manufacturer.)

Connecting the Power Cord

Before connecting the power cord, → *Power Supply*, p. 1-6.

Follow this procedure to connect the power cord:
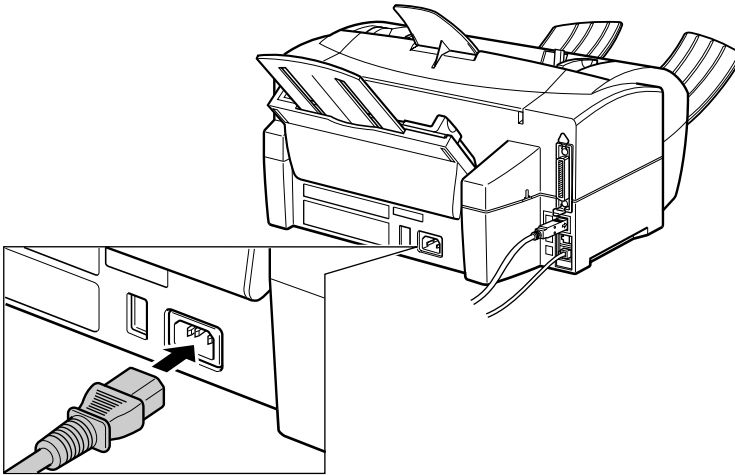
Connect the supplied power cord to the power cord connector. Then connect the other end into a properly grounded 200–240 V AC three-prong outlet.*

The MultiPASS has no power switch, so its power is on as long as it is plugged in. Once connected, though, the unit still needs to warm up before you can use it. Wait until the LCD no longer displays PLEASE WAIT.

Note
- The MultiPASS is equipped with a three-prong, grounding-type plug provided with a third (grounding) pin. This plug will only fit into a grounding-type outlet. This is a safety feature. If you are unable to insert the plug into your outlet, contact an electrician to replace your outlet. Do not defeat the safety purpose of the grounding-type plug by breaking off the third prong or using a 3-to-2 adaptor.*
- Do not plug the MultiPASS into the same circuit as an appliance such as an air conditioner, electric typewriter, television, or copier. Such devices generate electrical noise that can interfere with your MultiPASS' ability to send and receive faxes.

*The shape of the plug and outlet vary depending on the country of purchase.

Main Components of the MultiPASS

DOCUMENT SUPPORT

PAPER GUIDE

PAPER REST

ADF (AUTOMATIC
DOCUMENT FEEDER)
and PRINTER COVER

MULTI-PURPOSE TRAY

DOCUMENT GUIDES

HANDLE

OPERATION PANEL
(→ p. 2-11)

DOCUMENT TRAY

OUTPUT TRAY

PAPER THICKNESS LEVER
(→ p. 5-6)
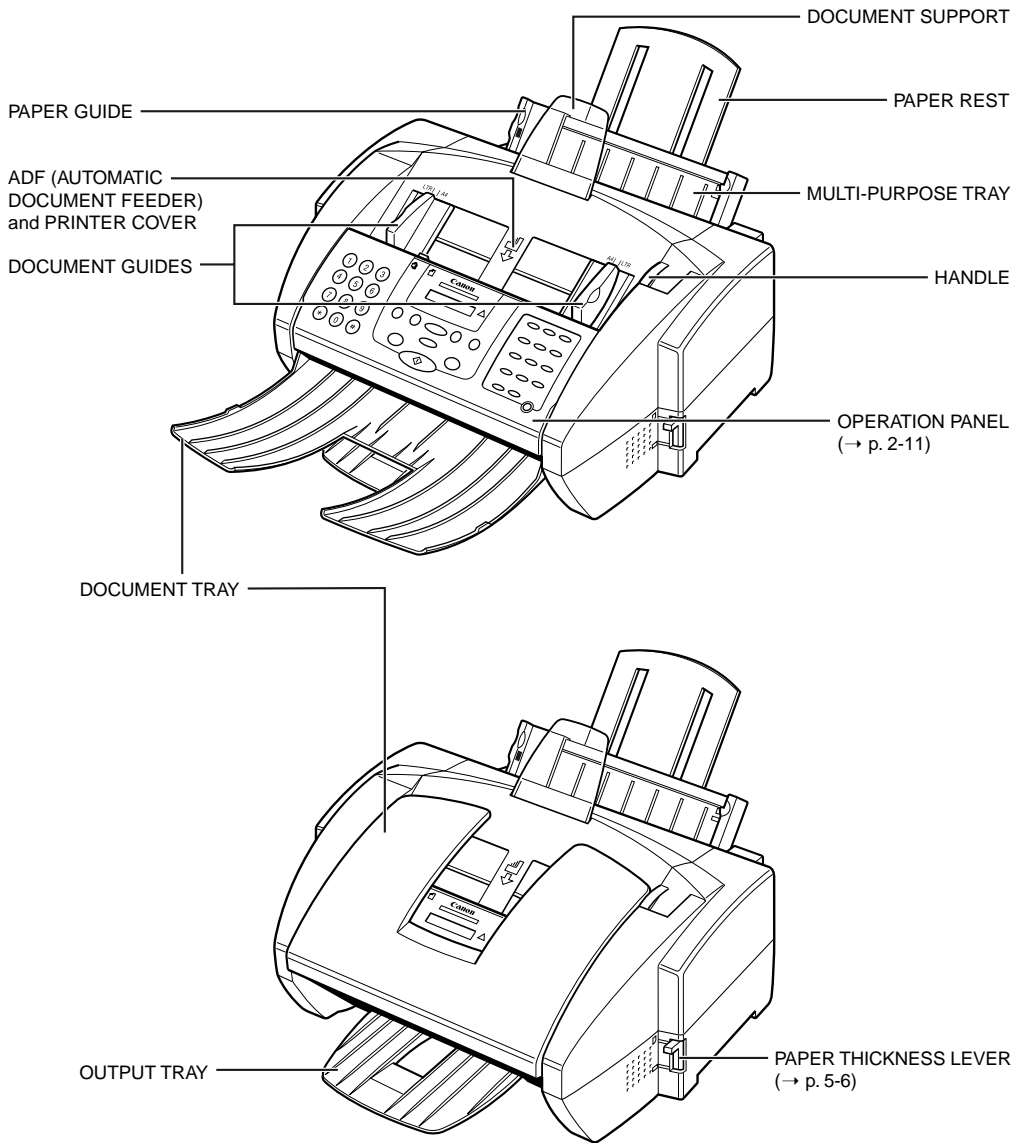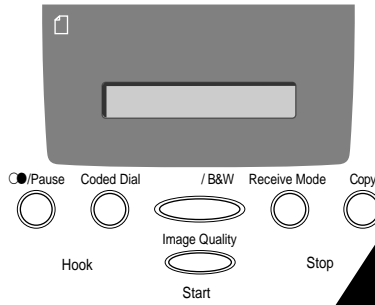
Operation Panel

One-Touch Speed Dialling/Special Function Buttons

The buttons on the right of the operation panel have the following two functions:

• **One-Touch Speed Dialling Buttons** (→ pp. 6-5, 6-12)
When the **Function** button's light is off, the buttons marked 01 to 12 can be used for one-touch speed dialling.

• **Special Function Buttons**
When the **Function** button's light is on, the special function buttons (marked under or to the sides of the buttons) can be used.
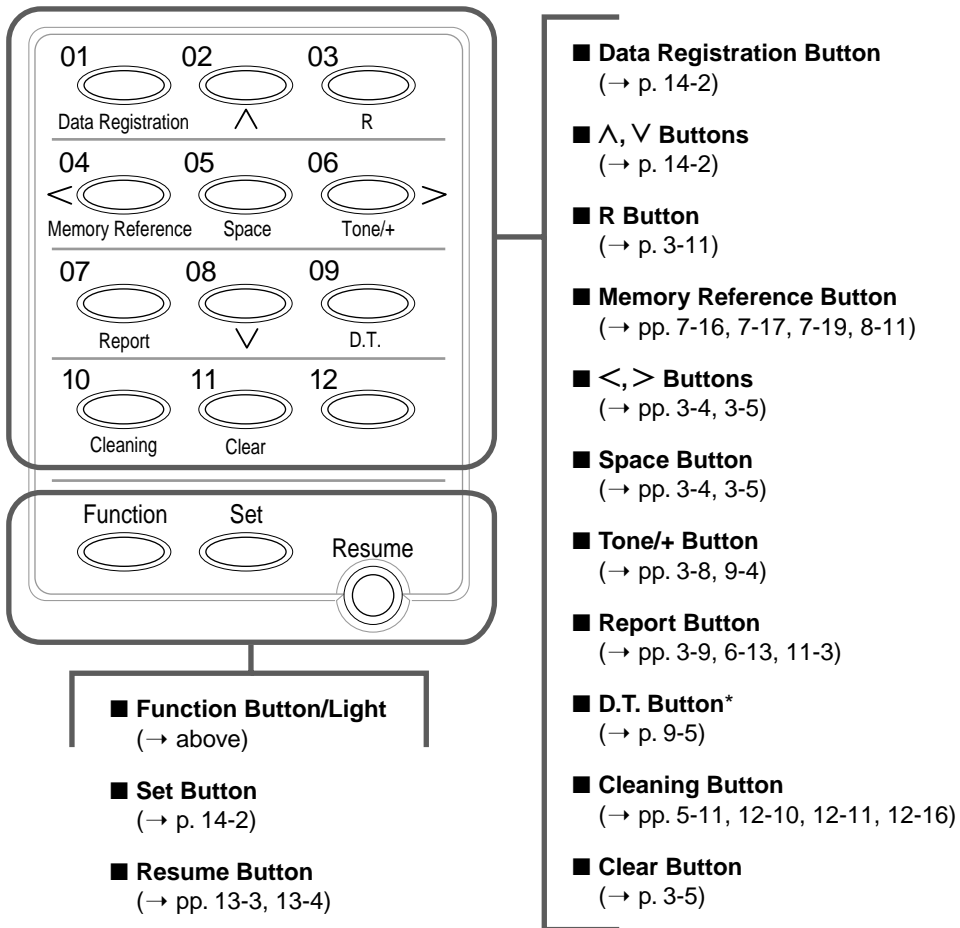
■ **Data Registration Button**
(→ p. 14-2)

■ ∧, ∨ **Buttons**
(→ p. 14-2)

■ **R Button**
(→ p. 3-11)

■ **Memory Reference Button**
(→ pp. 7-16, 7-17, 7-19, 8-11)

■ <, > **Buttons**
(→ pp. 3-4, 3-5)

■ **Space Button**
(→ pp. 3-4, 3-5)

■ **Tone/+ Button**
(→ pp. 3-8, 9-4)

■ **Report Button**
(→ pp. 3-9, 6-13, 11-3)

■ **D.T. Button***
(→ p. 9-5)

■ **Cleaning Button**
(→ pp. 5-11, 12-10, 12-11, 12-16)

■ **Clear Button**
(→ p. 3-5)

■ **Function Button/Light**
(→ above)

■ **Set Button**
(→ p. 14-2)

■ **Resume Button**
(→ pp. 13-3, 13-4)

* This button is not available in the UK, Ireland, Hong Kong, Australia, New Zealand, Singapore, or Malaysia.

Installing the BJ Cartridge

Install the BJ cartridge as explained in this section.

For additional information on BJ cartridges and tanks, and for instructions on replacing, → p. 12-7.

Guidelines

Follow these guidelines to ensure optimum performance of your BJ cartridges and tanks:

• Store BJ cartridges and tanks at room temperature.

• Keep BJ cartridges in their sealed packaging until you are ready to use them.

• Once opened, use BJ tanks within six months and BJ cartridges within one year.

• Do not remove BJ cartridges and tanks from the MultiPASS unnecessarily, or the ink in them may harden.

• Do not leave empty BJ tanks in a BJ cartridge. Remove them immediately when they run out of ink, and replace them with new ones. Do not leave a BJ cartridge with any of its BJ tanks missing as the ink in the BJ cartridge will dry and adversely affect print quality.

• When changing BJ cartridges, always store the unused BJ cartridge in the BJ cartridge container provided with your MultiPASS.

⚠ CAUTION
• Keep BJ cartridges and tanks out of children's reach. If a child inadvertently ingests ink, consult a physician immediately.
• Do not touch the precision components on the BJ cartridge.
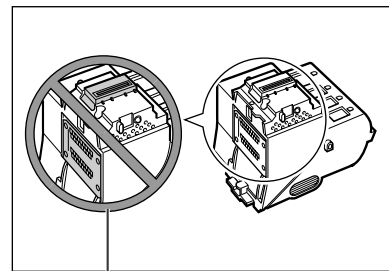
DO NOT TOUCH THIS AREA.

The ink in the BJ cartridges and tanks is difficult to clean up if spilled. Follow these precautions when handling:

• Carefully remove packaging from BJ cartridges and tanks.

• Do not attempt to disassemble or refill BJ cartridges or tanks.

• Do not shake or drop BJ cartridges or tanks, or tip the print head downwards.

Installing the BJ Cartridge in the MultiPASS

When there is no BJ cartridge installed in the MultiPASS, the LCD displays PUT IN CARTRIDGE.

Follow this procedure to install the BJ cartridge:

1 Make sure the MultiPASS is plugged in.
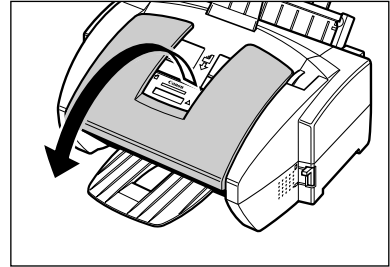
2 Open the document tray.

3 Lift the handle to open the printer cover.
  • The cartridge holder automatically moves to the centre of the unit.

HANDLE

⚠ CAUTION
  • **Do not try to manually move or stop the cartridge holder since this may damage the unit.**
  • **Do not touch the components shown or any metal parts since this may adversely affect operation of the unit and/or affect print quality.**
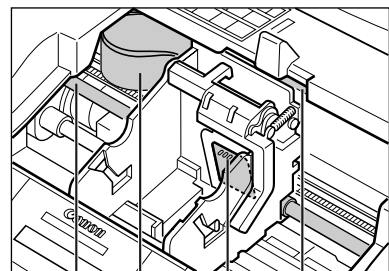
ROUND SHAFT

GUIDE RAIL

CIRCUIT BOARD

RIBBON CABLE

8 Start with the Yellow BJ tank.
Remove the packing film by pulling on
the orange tape ①. Then grip the bottom
of the BJ tank and twist off the orange
protective cap in the direction shown ②.

- Carefully remove the packing film taking care
  not to remove the label from the BJ tank.
- Discard the packing film and cap. Never
  attempt to reattach them to the BJ tank.
- Do not touch the ink port on the BJ tank.
- Spilled ink can stain any surface; protect
  yourself and your work area.

9 Insert the Yellow BJ tank into the far
right slot on the BJ cartridge, then press
it down from the top until it clicks into
position.
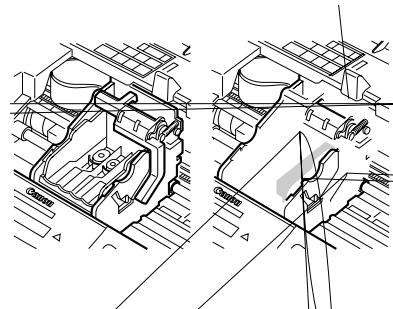
10 Repeat steps 8 and 9 to install the
Magenta BJ tank, then the Cyan BJ tank,
and finally the Black BJ tank. Be sure to
install them in this order and to insert
them in the slots from right to left.

- Do not use the BJ cartridge with any of its
  BJ tanks missing as this can cause the BJ
  cartridge to clog.

BLACK   YELLOW
    CYAN   MAGENTA

11 Close the printer cover.
- The LCD displays CART. RETURN while the cartridge holder moves to its home position
  on the right side of the unit. The MultiPASS then cleans the print head which takes about
  20 seconds.

12 Close the document tray.

Note If you need to unplug the MultiPASS, wait until the unit is in standby mode (time and
receive mode displayed in the LCD). Otherwise the cartridge holder may not be in its home
position causing the BJ cartridge to remain uncapped and dry out.

Loading Paper

This section describes how to load plain paper in the multi-purpose tray so that you can begin using your MultiPASS.

For complete details on the different print media you can use, and for instructions on selecting and loading other print media, → Chapter 5.

Paper Guidelines

- Store all print media wrapped and on a flat surface until ready to use. Keep opened packs in their original packaging, in a cool, dry location.

- Store paper at 18°–24°C, 40%–60% relative humidity.

- To avoid paper jams and poor print quality, do not print on damp, curled, wrinkled, or torn paper.

- Use cut-sheet paper only, not paper that comes on a roll.

- Do not use paper thicker than can be used for the MultiPASS (→ p. 5-2). Thick paper can cause damage to the BJ cartridge print head.

- Do not load paper beyond the paper limit mark (▶) or beyond the tabs on the multi-purpose tray. Doing so may cause problems. Also, make sure there are no gaps on either side of the paper stack.

NO GAPS HERE

TAB

PAPER LIMIT MARK
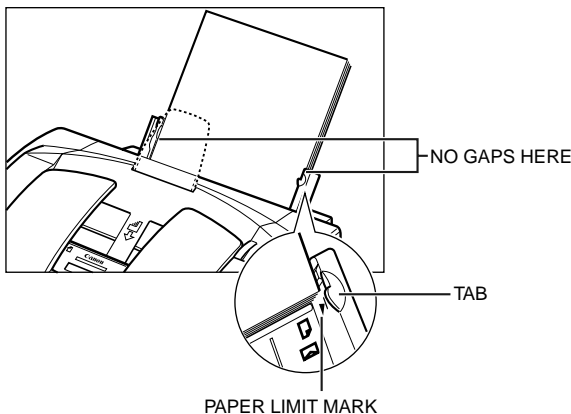
- If the print media has a print side, set it in the multi-purpose tray with the print side facing upwards.

- The capacity of the output tray is 50 sheets of paper. To prevent paper jams, remove paper from the output tray before the count reaches 50.

- Let the paper run out before refilling the multi-purpose tray. Avoid mixing new stock with paper already loaded.

- Do not leave paper stacked in the multi-purpose tray for long periods of time since it may bend or curl and cause problems.

- Certain environmental conditions, such as extreme temperatures or humidity, can cause some print media to misfeed in the multi-purpose tray. If you have trouble, feed one sheet at a time.

- Depending on the density of the printed pages, the ink may need time to dry. Within two or three seconds, the ink becomes smudge resistant. After drying for several minutes, the ink becomes water-resistant.

- If your printed page contains a large amount of graphics, the ink on the page may be damp due to the print density. Leave the page in the output tray for 30 to 60 seconds to allow the ink to dry. Then remove the page carefully without touching any surfaces.

- Printing dense graphics on light paper stock may cause the paper to curl. Try using heavier stock.

- If paper curls after printing, remove it immediately; otherwise paper jams may occur.

- The platen (a roller inside the unit) may become inked if you print data beyond the width of the page. If this happens, clean inside the MultiPASS. (→ p. 12-3)

Loading Paper in the Multi-Purpose Tray

Follow this procedure to load paper in the multi-purpose tray:

1 Make sure the paper thickness lever is set to $\Box$ (up).

- For details, → p. 5-6.

⚠ **CAUTION** **Do not set the paper thickness lever while the unit is printing since this will cause problems.**
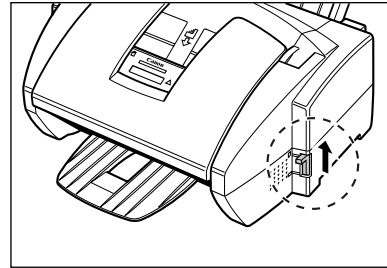
2 Raise the paper rest until it stops ①, then move the paper guide to the left to match the size of your paper ②.
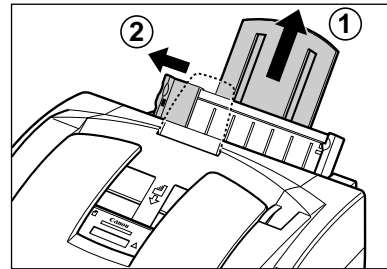
3 Prepare a stack of paper by fanning the edge that will feed into the unit first, and then by tapping the stack on a flat surface to even its edges.
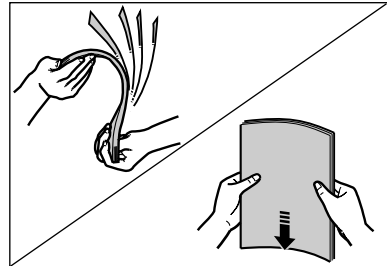
4 Insert the stack into the multi-purpose tray ①, and align the right edge of the stack with the right side of the multi-purpose tray. Slide the paper guide snugly against the left edge of the stack ②.

- The multi-purpose tray holds up to 100 sheets of 75 g/m² plain paper.
- Make sure the stack does not exceed the paper limit mark (▶).

PAPER LIMIT MARK

The MultiPASS is now ready to print.

Setting Up
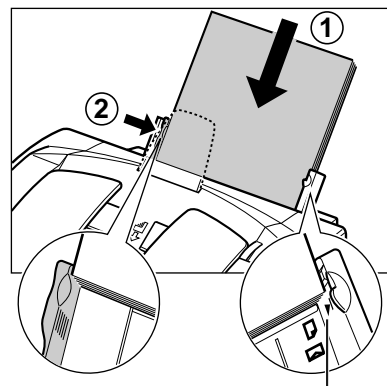
Testing the MultiPASS

After you have assembled the MultiPASS, installed the BJ cartridge, and loaded the paper, you can make sure the MultiPASS is printing properly by making several copies of a document. (→ p. 10-2)

If you have problems printing, → Chapter 13.

Chapter 3

Registering Information

Registering
Information

Methods of Registering Information in the MultiPASS

To customise the MultiPASS to your particular needs, you can adjust the general operation, sending, receiving, printing, system settings, and speed dialling settings. There are two methods of adjusting these settings:

■ Method 1: Using the MultiPASS operation panel

You can adjust settings directly via the operation panel of the MultiPASS. Detailed instructions are described in this guide. Adjusting settings through the operation panel is convenient when you do not have your MultiPASS connected to a PC.

■ Method 2: Using the MultiPASS Suite Software

You can adjust settings using the MultiPASS Suite software included with your MultiPASS. For instructions, → *MultiPASS Suite User's Guide*.

Before adjusting any settings, decide whether you prefer to make changes from the operation panel or from the MultiPASS Suite. Using both—the operation panel and the MultiPASS Suite—may cause confusion. Changes made to settings through the operation panel will not be displayed in the MultiPASS Suite, and changes made in the MultiPASS Suite will override any corresponding settings made through the operation panel.

> **Note** If your MultiPASS is connected to a PC, we recommend using the MultiPASS Suite to adjust settings.

Guidelines for Entering Numbers, Letters, and Symbols

When you come to a step that requires you to enter a name or number, refer to the table below to determine which numeric button to press for the character you want:

Button	Uppercase Letter Mode (:A)	Lowercase Letter Mode (:a)	Number Mode (:1)
(1)			1
(2) ABC	A B C Å Ä Á À Ã Â Æ Ç	a b c å ä á à ã â æ ç	2
(3) DEF	D E F Đ Ë É È Ê	d e f đ ë é è ê	3
(4) GHI	G H I Ï Í Ì Î	g h i ï í ì î	4
(5) JKL	J K L	j k l	5
(6) MNO	M N O Ñ Ø Ö Ó Ò Õ Ô	m n o ñ ø ö ó ò õ ô	6
(7) PQRS	P Q R S Þ	p q r s Þ	7
(8) TUV	T U V Ü Ú Ù Û	t u v ü ú ù û	8
(9) WXYZ	W X Y Z Ý	w x y z ý	9
(0)			0
♦ (#)	– . ＊ # ! " , ; : ^ ` _ = ∕ | ' ? $ @ % & + ( ) [ ] { } < >		
(∗)	Uppercase Letter Mode (:A) ⟶ Lowercase Letter Mode (:a) ⟶ Number Mode (:1)		

Note If you pause for more than 60 seconds between entering data, the unit will automatically return to standby mode.

■ Changing Between Number and Letter Modes

Press ✳ to select number mode (:1), uppercase
letter mode (:A), or lowercase letter mode (:a).

_	: 1

(Number mode)

_	: A

(Uppercase letter mode)

_	: a

(Lowercase letter mode)

■ Entering Letters

1 Press ✳ to switch to uppercase letter mode
(:A) or lowercase letter mode (:a).

Ex:
_	: A

2 Press the numeric button that contains the
letter you want.
 • Press repeatedly until the letter you want
 appears. Each button cycles through the
 letters it contains.
 • If you are unsure which button to press for the
 letter you want, → p. 3-3.

Ex:
C	: A

3 Continue entering other letters using the
numeric buttons.
 • If the next letter you want to enter is under a
 different numeric button, simply press that
 button until the letter you want appears.
 -or-
 If the next letter you want to enter is under the
 same numeric button you pressed in step 2,
 press > to move the cursor to the right. Then
 press that same numeric button repeatedly
 until the letter you want appears.
 • To enter a space, press **Space**.

Ex:
CA	: A

■ Entering Numbers

1 Press ✳ to switch to number mode (:1).

_	:1

2 Press the numeric button that contains the number you want.
   • To enter a space, press **Space**.

Ex:
1_	:1

3 Continue entering other numbers using the numeric buttons.

Ex:
1O_	:1

■ Entering Symbols

1 Press **#** repeatedly until the symbol you want appears.

Ex:
#	:1

2 If you want to enter another symbol, press > to move the cursor to the right, then press **#** repeatedly until the symbol you want appears.

Ex:
#_	:1

Correcting a Mistake

You can clear an entire entry by pressing **Clear**. Alternatively, follow this procedure to correct individual characters:

1 Use < or > to move the cursor under the incorrect character.

Ex:
CANEN	:A

2 Use the numeric buttons to enter the correct character over the incorrect character.

Ex:
CANON	:A

3 When you have finished making corrections, press **Set** to register your new entry.

Registering Sender Information

What is Sender Information?

When you receive a fax, the name of the person or company who sent you the fax, their fax/telephone number, and the date and time of transmission may be printed in small type at the top of each page. This information is called the *Sender information* or the *Transmit Terminal Identification (TTI)*. Similarly, you can register your details in your MultiPASS so that whenever you send a fax, the other party knows who sent it, and when it was sent. Below is an example of how your sender information would print on a fax sent from your MultiPASS:

```
27/12 2001  10:12  FAX 123 4567            CANON          · CANON CANADA              ☑ 001

                      THE SLEREXE COMPANY LIMITED
                    SAPORS LANE•BOOLE•DORSET•BH25 8ER
                   TELEPHONE BOOLE (945 13) 51617 – FAX 123456


        Our Ref. 350/PJC/EAC
```

DATE AND TIME
Date and time of transmission.

FAX/TELEPHONE NUMBER
Your fax/telephone number.
You can select FAX or TEL to be displayed in front of the number.
(→ TELEPHONE # MARK, p. 14-4)

UNIT NAME
Your name or company name.

DESTINATION
If you used memory sending and dialled the fax number using speed dialling, the other party's name appears here.

PAGE NUMBER
The page number of the fax.

Note
- You can set the sender information to print inside or outside the image area. (→ TTI POSITION, p. 14-4)
- You can enter the sender information from the operation panel (→ p. 3-7) or from the MultiPASS Suite. (→ *MultiPASS Suite User's Guide*)

Entering the Date and Time

Follow this procedure to set the current date and time:

1 Press **Function**.

2 Press **Data Registration**.

DATA REGSTRATION

3 Press **Set** three times.
- The date and time currently set for the unit are displayed.

USER SETTINGS

DATE & TIME

Ex: | 20/12 2001   13:30 |
|---|

4 Use the numeric buttons to enter the correct day, month, year, and time in this order.
- Enter only the last two digits of the year.
- Use the 24-hour format for the time (e.g. 1:00 p.m. as 13:00).
- If you make a mistake, press **Clear** and re-enter the date and time.

Ex: | 27/12 2001   15:00 |
|---|

5 Press **Set**.

DATA ENTRY OK

UNIT TELEPHONE #

6 Press **Stop** to return to standby mode.

Ex: | 15:00   FaxOnly |
|---|

Registering Your MultiPASS Number and Name

Follow this procedure to register the fax/telephone number for your MultiPASS, and your name or company name:

1 Press **Function**.

2 Press **Data Registration**.

DATA REGSTRATION

3 Press **Set** twice.

USER SETTINGS

DATE & TIME

4   Use ∨ or ∧ to select UNIT TELEPHONE #.

UNIT TELEPHONE #

5   Press **Set**.

TEL=

6   Use the numeric buttons to enter your fax/ telephone number (max. 20 digits, including spaces).

Ex:

TEL=   123 4567

- To enter a space, press **Space**.
- To enter a plus sign (+) before the number, press **Tone/+**.
- If you make a mistake, press **Clear** and re-enter the number.

7   Press **Set** twice.

DATA ENTRY OK

UNIT NAME

_   :A

8   Use the numeric buttons to enter your name or company name (max. 24 characters, including spaces).

Ex:

CANO<u>N</u>   :A

- If you are unsure how to enter characters, → p. 3-3.
- If you make a mistake, press **Clear** and re-enter the name.

9   Press **Set**.

DATA ENTRY OK

TX TERMINAL ID

10 Press **Stop** to return to standby mode.

Ex:

15:00   FaxOnly

Printing a List to Check Information Registered in Your MultiPASS

You can print the USER'S DATA LIST to check the sender information and current settings of your MultiPASS.

Follow this procedure to print the USER'S DATA LIST:

1   Press **Function**.

2   Press **Report**.

3   Use ∨ or ∧ to select USER DATA LIST.

4   Press **Set**.
  • The MultiPASS prints the USER'S DATA LIST.

The sender information is shown at the beginning of the list. The current settings of the MultiPASS are listed after this.

```
                    ****************************
                    ***   USER'S DATA LIST   ***
                    ****************************


  1.USER SETTINGS
       UNIT TELEPHONE #                    123 4567
    UNIT NAME                           CANON
    TX TERMINAL ID                      ON
       TTI POSITION                        OUTSIDE IMAGE
       TELEPHONE # MARK                    FAX
    SCANNING CONTRAST                   STANDARD
    OFFHOOK ALARM                       ON
    VOLUME CONTROL
       CALLING VOLUME                   2
       KEYPAD VOLUME                    2
       ALARM VOLUME                     2
       LINE MONITOR VOL.                2
  RX CALL LEVEL                         HIGH
       LINE TYPE                        TOUCH TONE
```
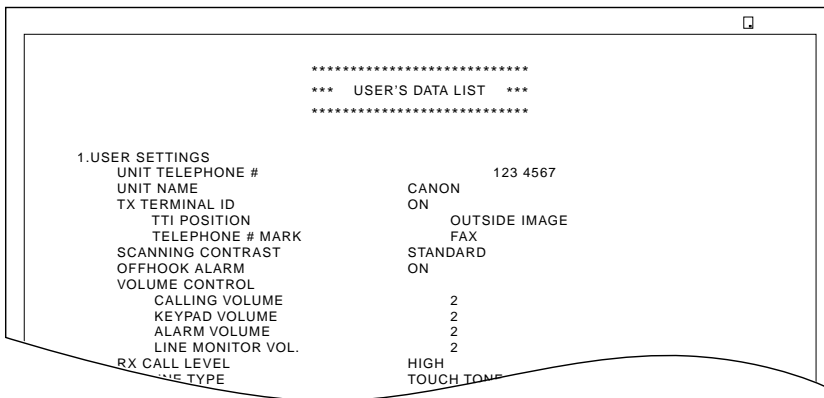
Setting the Telephone Line Type

Before using your MultiPASS, you need to make sure it is set for your telephone line type*. If you are unsure of your telephone line type, check with your local telephone company.

Follow this procedure if you need to change the telephone line type setting:

1 Press **Function**.

2 Press **Data Registration**.

```
DATA REGSTRATION
```

3 Press **Set** twice.

```
USER SETTINGS
```

```
DATE & TIME
```

4 Use ∨ or ∧ to select TEL LINE TYPE.

```
TEL LINE TYPE
```

5 Press **Set**.

Ex:
```
            TOUCH TONE
```

6 Use ∨ or ∧ to select the telephone line type setting you want.
  • You can select from the following:
    – ROTARY PULSE
    – TOUCH TONE

Ex:
```
            ROTARY PULSE
```

7 Press **Set**.

```
R-KEY SETTING
```

8 Press **Stop** to return to standby mode.

Ex:
```
15:OO        FaxOnly
```

* The default setting for the UK, Australia, New Zealand, and Singapore is TOUCH TONE.
  The default setting for Ireland, Hong Kong, and Malaysia is ROTARY PULSE.

Dialling Through a Switchboard

A PBX (Private Branch Exchange) is an on-site telephone switchboard. If your MultiPASS is connected through a PBX or other telephone switching system, you have to dial the outside line access number first, and then the number of the party you are calling.

To facilitate this procedure, you can register the access type and the outside line access number under the **R** button so that you only need to press **Function** and **R** before dialling the fax/telephone number you want to reach. This is explained below.

Registering the R Button

Follow this procedure to register the access type and outside line access number under the **R** button:

1 Press **Function**.

2 Press **Data Registration**.

DATA REGSTRATION

3 Press **Set** twice.

USER SETTINGS

DATE & TIME

4 Use ∨ or ∧ to select R-KEY SETTING.

R-KEY SETTING

5 Press **Set**.

PSTN

6 Use ∨ or ∧ to select PBX.

PBX

7 Press **Set**.

Ex:

EARTH CONNECTION

8 Use ∨ or ∧ to select the access type of your switching system.*

Ex:

PREFIX

  • You can select from the following:
    – PREFIX
    – HOOKING
    – EARTH CONNECTION**

---

  * The default setting for the UK and Ireland is EARTH CONNECTION.
    The default setting for Australia, New Zealand, Hong Kong, Malaysia, and Singapore is HOOKING.
  ** EARTH CONNECTION is not available in Australia, New Zealand, Hong Kong, Malaysia, or Singapore.

■ **If you selected** HOOKING **or** EARTH CONNECTION **in step 8:**

9 Press **Set**.

Ex: | REPORT SETTINGS |

10 Press **Stop** to return to standby mode.

Ex: | 15:OO   FaxOnly |

■ **If you selected** PREFIX **in step 8:**

9 Press **Set**.

| |

10 Use the numeric buttons to enter the outside line access number (max. 20 digits).

Ex: | 123456 |

11 Press ◯●**/Pause** to enter a pause.

Ex: | 123456P |

12 Press **Set**.

Ex: | REPORT SETTINGS |

13 Press **Stop** to return to standby mode.

Ex: | 15:OO   FaxOnly |

Chapter 4
Document Handling
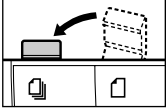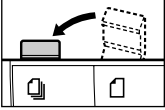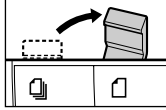
Document
Handling

Document Requirements

The documents you load into the ADF for sending, copying, and scanning must meet the requirements shown in the table below.

Depending on your document, select automatic or manual document feed with the document feed lever located at the top of the operation panel.

	(Automatic Document Feed)	(Manual Document Feed)
Type of document	Multipage documents of the same thickness and weight.	• Thick paper • Documents with uneven surfaces • Photographs • Small documents (e.g. business cards, postcards) • Special types of paper (Use of a carrier sheet is recommended to avoid scratching the surface of documents.)
Size (W × L)	Max. 218 mm × Approx. 1 m Min. 80 × 45 mm	Max. 218 mm × Approx. 1 m Min. 80 × 45 mm
Quantity	Max. 20 A4- or letter-size sheets* Max. 10 legal-size sheets* 1 sheet for sizes other than these.	1 sheet
Thickness	0.06 to 0.13 mm	0.06 to 0.43 mm
Weight	40 to 90 g/m^2	40 to 340 g/m^2

* 75 g/m^2 paper

■ Problem Documents

- To prevent document jams in the ADF, do not use any of the following:
  - – Wrinkled or creased paper
  - – Curled or rolled paper
  - – Torn paper
  - – Carbon paper or carbon-backed paper
  - – Coated paper
  - – Onion skin or thin paper

- Remove all fasteners (staples, paper clips, etc.) before loading the document into the ADF.

- Make sure any glue, ink, or correction fluid on the document is completely dry before loading it into the ADF.

- If you have a document that will not feed properly into the ADF, make a photocopy of the document and load the copy instead.

Scanned Area of a Document

The shaded area in the illustration below shows the scanned area of a document. Make sure your document's text and graphics are within this area.

MAX. 4.0 mm

A4

MAX. 4.0 mm
COLOUR FAX: MAX. 6.0 mm

MAX. 4.5 mm   MAX. 4.5 mm

Document Handling
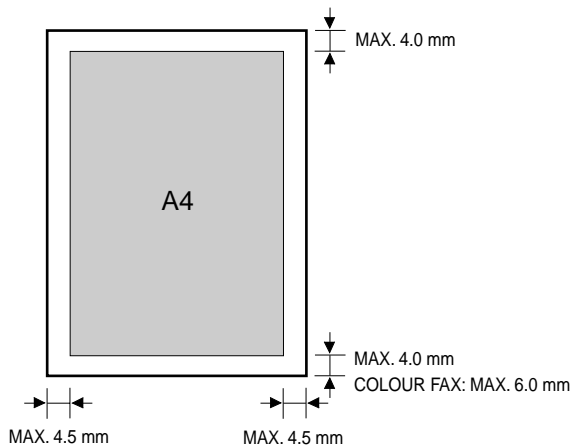
Loading Documents

Follow this procedure to load documents into the ADF:

1 Open the document tray.

2 Set the document feed lever to ▢ (automatic) or ▢ (manual) document feed.

   • If you are unsure which to select, → p. 4-2.
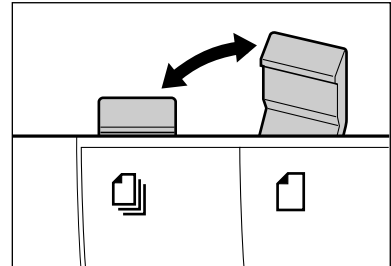
3 Adjust the document guides to the width of the document.
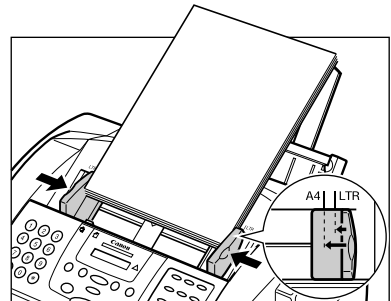
(Automatic document feed)
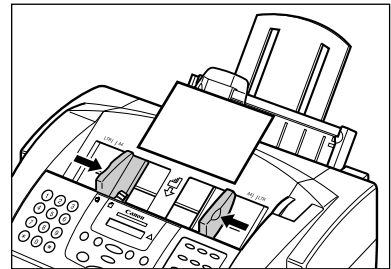
(Manual document feed)

4 Gently insert the top of the document, face down, into the ADF until you hear a beep.

 • Tap multipage documents on a flat surface to even the edges before inserting them into the ADF.
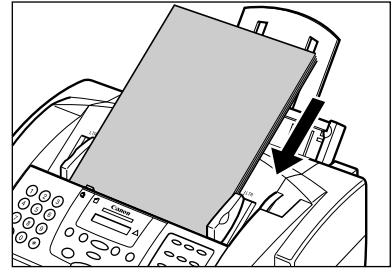
(Automatic document feed)
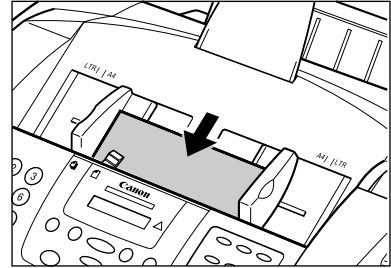
(Manual document feed)

The document is now ready for scanning.

• For a multipage document, the pages are fed one by one from the bottom of the stack.

• Wait until all pages of your document have been scanned before starting a new job.

Problems With Multipage Documents

If you have trouble feeding multipage documents into the ADF, remove the stack and tap it on a flat surface to even the edges. Then "slant" the stack so that its front edge is bevelled, and insert the stack into the ADF.
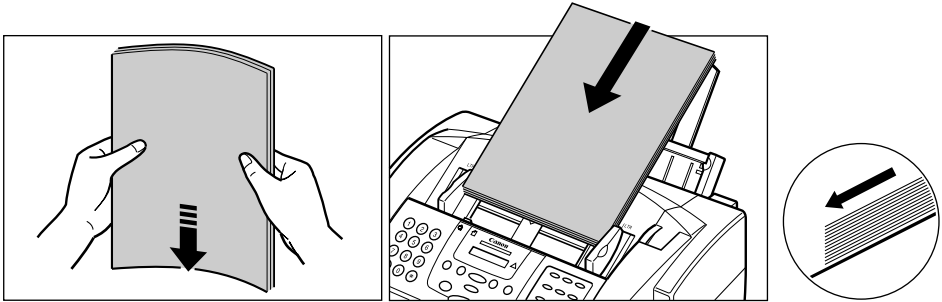
Adding Pages to the Document

If you are using automatic document feed and you need to add pages to your document in the ADF, wait until the last page starts feeding, then load up to 20 additional pages (10 legal size). The last and first page should overlap by about 2.5 cm.

2.5 cm
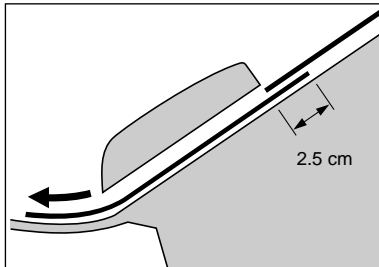
Chapter 5

Paper Handling

Paper Handling

Print Media Requirements

You can stack the following media in the multi-purpose tray:

Print Media	Size	Weight	Quantity	Paper Thickness Lever Position
Plain paper	A4 (210 × 297 mm/ 8.27 × 11.69 in.) Letter (215.9 × 279.4 mm/ 8.5 × 11 in.) Legal (215.9 × 355.6 mm/ 8.5 × 14 in.)	64–105 g/m^2	Approx. 100 sheets* (Max. 10 mm stack)	▯ (Up)
Envelopes	European DL (220 × 110 mm/ 8.66 × 4.33 in.) U.S. Commercial No. 10 (241.3 × 104.1 mm/ 9.5 × 4.1 in.)		10 envelopes	✉ (Down)
Glossy photo paper	A4, Letter		10 sheets	▯ (Up)
Banner paper	210 × 297 mm Max. length: 1782 mm		2 to 6 sheets (joined)	✉ (Down)
High resolution paper	A4, Letter		Approx. 80 sheets	▯ (Up)
Bubble Jet paper	A4, Letter		Approx. 100 sheets (10 mm stack)	▯ (Up)
Transparencies	A4, Letter		30 sheets	▯ (Up)
Back print film	A4, Letter		10 sheets	▯ (Up)
High gloss photo film	A4, Letter		1 sheet	▯ (Up)
Glossy photo cards			1 card	▯ (Up)

* 75 g/m^2 paper

Printable Areas

■ Paper

Please note that the term "printing area" represents both the recommended area for optimum print quality and the entire area where the MultiPASS can technically print.

Printing area (light shade): Canon recommends that you print within this area.

Printable area (dark shade): The area in which it is possible to print. However, printing in this area can adversely affect the print quality or the paper feed precision.

32 mm		3 mm
	A4	FEED DIRECTION
26 mm		7 mm
	3.4 mm 3.4 mm	

■ Envelope

		3 mm
	EUROPEAN DL	FEED DIRECTION
		7 mm
	6.4 mm 10.4 mm	
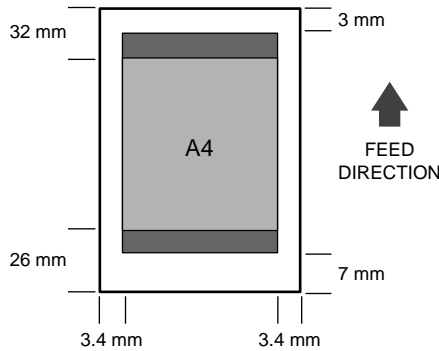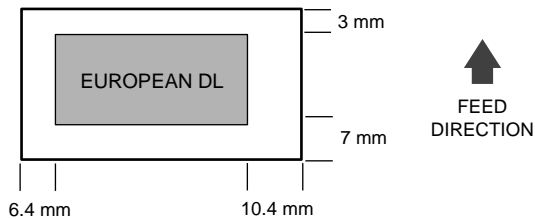
Selecting Print Media

This section describes the different print media you can use with your MultiPASS. To achieve the best possible printing performance of your MultiPASS, be sure to select the correct print media.

> **Note**
> • Be sure to test print media before purchasing large quantities.
> • For Canon print media, be sure to purchase the recommended print media types. (→ below)

■ Plain Paper

The MultiPASS supports A4-, letter-, and legal-size paper in portrait orientation. You can use regular copier paper, cotton bond paper, or typical letterhead. Your unit does not require special ink jet paper. Always use paper without curls, folds, staples, or damaged edges. Look at the label on the package to see if the paper has a preferred side for printing.

■ Envelopes

The MultiPASS can print on European DL and U.S. Commercial No. 10 envelopes. You may be able to load other sizes, but Canon cannot guarantee consistent performance on these.

Do not use the following types of envelopes since they may cause problems:
• Envelopes with windows, holes, perforations, cutouts, and double flaps.
• Envelopes made with special coated paper or deeply embossed paper.
• Envelopes with peel-off sealing strips.
• Envelopes with letters enclosed.

■ Glossy Photo Paper GP-301

A high gloss, thick paper that produces the look and feel of a photograph. Use this paper with the Photo BJ cartridge to print photo-realistic images.

■ Banner Paper

Specifically designed for printing one continuous sheet in a banner format. The connected sheets are divided by perforations and you can print from two to six sheets at a time.

■ High Resolution Paper HR-101/HR-101N

Designed to produce near-photographic quality print output with sharp and vivid graphics. For best results, use this paper with the Photo BJ cartridge.

■ Bubble Jet Paper LC-301

Developed for high quality printing with minimal or no smearing when in contact with water or damp surfaces. This specially coated paper produces bright and vivid colours and stands up to normal office highlighters.

■ Back Print Film BF-102

A unique mylar-based translucent sheet, designed to deliver sharp, brilliant, high-intensity colour images suitable for business presentations, design work, or professional reports. Back print film is printed on the back (non-glossy) side of the film in mirror image and then viewed from the front (glossy) side using a backlit device, such as a light box.

■ High Gloss Photo Film HG-201

A bright white finish film that lends striking visual power to charts, graphs, and photographic images. It creates a sharper and more vivid colour output than is possible with coated paper.

■ Transparencies CF-102

Produce excellent contrast, sharpness, and colour, creating crisp and professional overhead presentations.

Do not use normal transparencies in the MultiPASS as they do not absorb ink and may cause ink to run.

■ Glossy Photo Cards FM-101

Made from the same stock as Glossy Photo Paper, these cards allow you to print images over the entire area of the card. Print the image so that it extends beyond the perforations and then trim off the unwanted white margins.

Paper Handling

Setting the Paper Thickness Lever

The paper thickness lever adjusts the gap between the BJ cartridge print head and the print media to suit the print media's thickness. Before printing, be sure to set the paper thickness lever.

For details on which position to set the paper thickness lever for the print media you are using, → p. 5-2.

Note: If the paper thickness lever is not set correctly before printing, poor print quality may occur.

The paper thickness lever is located on the right side of the unit.

□ (UP) POSITION   ✉ (DOWN) POSITION
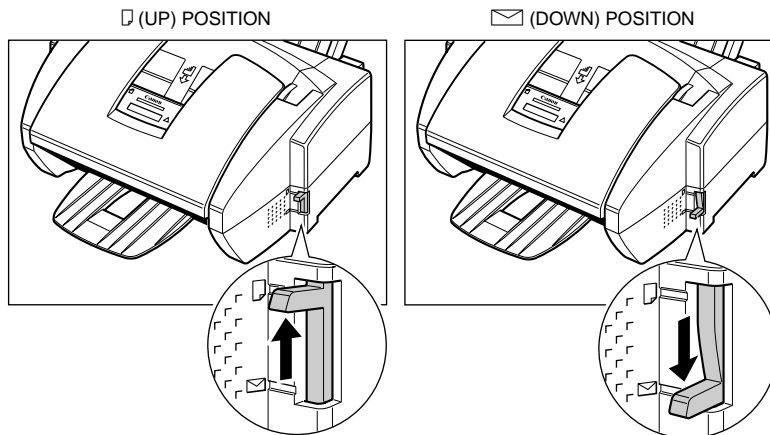
Loading Paper

For details on loading paper in the multi-purpose tray, → p. 2-19.

You can also load other types of print media in the multi-purpose tray. (→ This chapter)

Loading Envelopes

You can load up to 10 envelopes in the multi-purpose tray. For details on the types of envelopes you can load, → pp. 5-2, 5-4.

Follow this procedure to load envelopes in the multi-purpose tray:

1 Make sure the paper thickness lever is set to ✉ (down).

- For details, → p. 5-6.

⚠️ **CAUTION** **Do not set the paper thickness lever while the unit is printing since this will cause problems.**

2 Prepare the envelopes as follows:

❚ Arrange the stack of envelopes on a firm, clean surface, and press down firmly on the edges to make the folds crisp.

- Press all the way around the envelopes to remove any curls and expel air from inside the envelopes. Also, press firmly on the area that corresponds to the edges of the back flap.

❚ Remove any curling from the envelopes by holding the edges diagonally and bending them gently.

Paper Handling
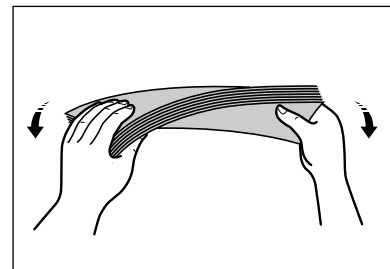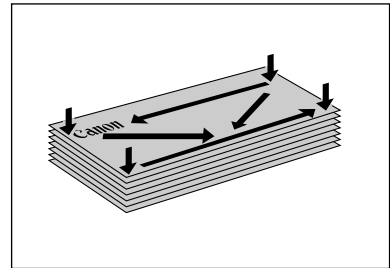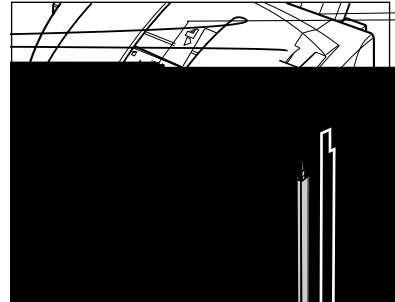
❚ Run a pen or other rounded object along the back flaps to flatten them.
  • The flaps should not bulge more than 5 mm.
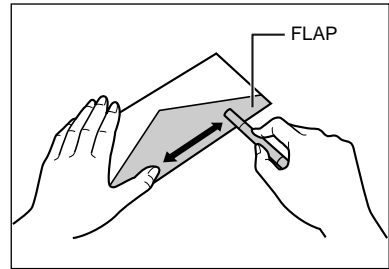
3 Insert the stack of envelopes into the multi-purpose tray ①, and align the right edge of the stack with the right side of the multi-purpose tray. Slide the paper guide snugly against the left edge of the stack ②.
  • Insert the envelopes with the print side up (flaps should not be visible).
  • Feed the top of the envelope (return address portion) into the multi-purpose tray first.
  • Make sure the stack does not exceed the paper limit mark (▶).
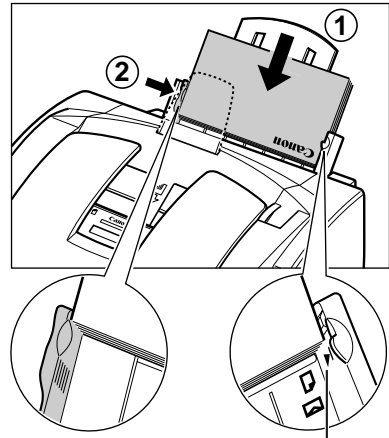
The MultiPASS is now ready to print.

Using Canon Specialty Print Media

Specialty Print Media Guidelines

> **Note** Be sure to read any instructions that come with your Canon specialty print media, as these provide important information on how to achieve the highest print quality.

Follow these guidelines:

- When feeding transparencies or back print film, remove each sheet after it is delivered, being careful not to touch any surfaces. Do not allow film sheets to stack up in the output tray.

- Let the printed sheets of film or paper dry completely before storing them. Drying time:
  – Canon High Gloss Photo Film HG-201, Canon Glossy Photo Paper GP-301, Canon Glossy Photo Cards FM-101: 2 minutes
  – Canon Transparencies CF-102, Canon Back Print Film BF-102: 15 minutes

- When your printed sheets of film have dried completely, cover the printed sides with a sheet of plain (not coated) paper before storing. This is recommended even if you place the sheets in a clear file or plastic holder.
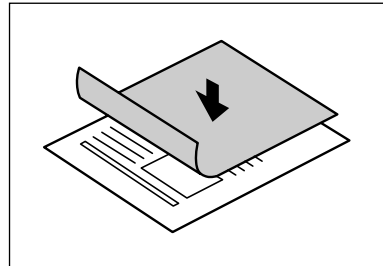
- When loading transparencies or back print film, insert one sheet of plain paper as the last sheet in the stack.

- Do not leave film in the multi-purpose tray for long periods of time. Dust and dirt may accumulate on the film resulting in spotty printing.

- To avoid smudging caused by fingerprints, use a pair of thin cloth gloves while loading and handling film.

- To avoid fading, do not expose printed film to prolonged sunlight.

- Store all print media flat. Do not remove them from their protective packaging until you are ready to use them.

- Store unused film at temperatures between 15° and 30°C. The relative humidity should be between 10% and 70%.

Paper Handling

Printing on High Resolution Paper

To load high resolution paper in the MultiPASS, follow the same procedure as for loading paper in the multi-purpose tray. (→ p. 2-19)

Some types of high resolution paper require you to clean the MultiPASS' rollers after using a package of this paper. Refer to the instructions included with the high resolution paper. If you need to clean the rollers, → below.

Using the Cleaning Sheet

Read the instructions provided with the high resolution paper to see if you are required to clean the MultiPASS' rollers after using a package of this paper. A cleaning sheet may be included with the high resolution paper.

The cleaning sheet removes paper dust from the unit's rollers helping to prevent paper feeding problems.

Follow this procedure to load and use the cleaning sheet:

1 Make sure the paper thickness lever is set to ⬚ (up).

    • For details, → p. 5-6.

    ⚠ **CAUTION** **Do not set the paper thickness lever while the unit is printing since this will cause problems.**
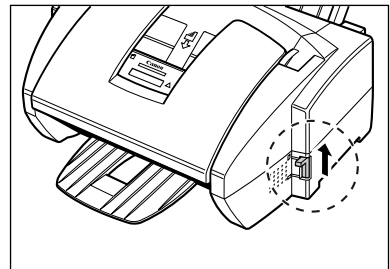
2 Remove the backings from the two tapes on the cleaning sheet.
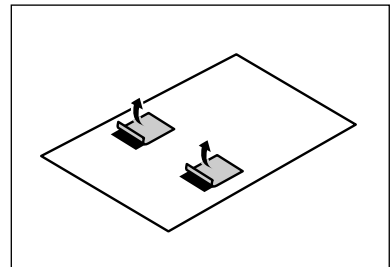
3 With the sticky side towards you and going into the multi-purpose tray first, insert the cleaning sheet into the multi-purpose tray ①, and align the right edge of the sheet with the right side of the multi-purpose tray. Slide the paper guide snugly against the left edge of the sheet ②.
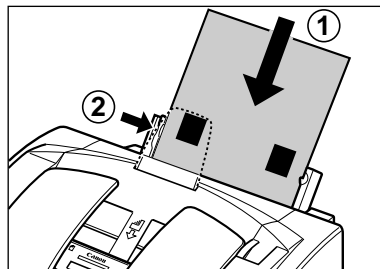
4 Press **Function**.

5 Press **Cleaning**.

<pre>NOZZLE CHECK</pre>

6 Use ∨ or ∧ to select ROLLER CLEANING.

<pre>ROLLER CLEANING</pre>

7 Press **Set**.
  • The MultiPASS feeds the cleaning sheet into the unit and cleans the rollers.

Paper Handling

Printing on Banner Paper

Banner paper is a continuous sheet of paper with perforations at equal distances along its length, where it can be cut to the length required. For best results, use Canon Banner Paper. You can print banners from two to six sheets in length.

Note Always leave an extra sheet at the end of the banner—just in case the type runs over.

The shaded portion of the illustration below shows the maximum recommended printing area of banner paper.
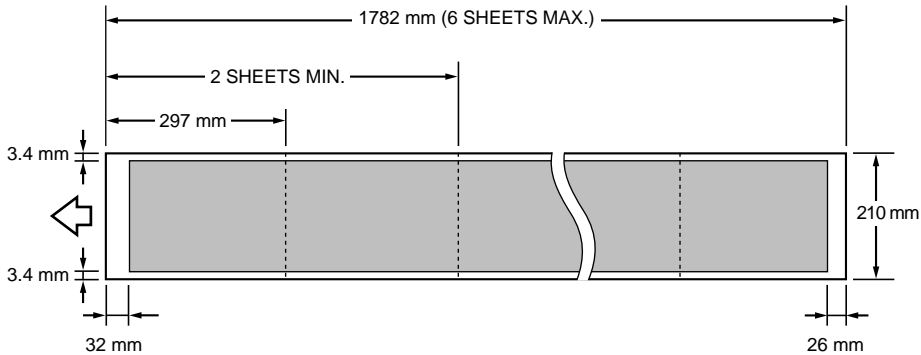
Note
- To prevent ink from running over the edges of the sheet, print within the margins shown above.
- Printing on banner paper may require considerable amounts of ink, so use new BJ tanks if necessary.
- For best print results on banner paper, use light design patterns.

Follow this procedure to load banner paper in the multi-purpose tray:

1 Place the MultiPASS near the edge of a table so that the paper can flow over the edge as it exits the unit.
- Make sure the paper rest is lowered.
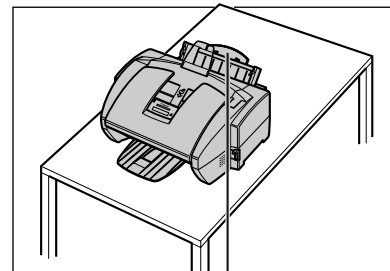
PAPER REST

2 Make sure the paper thickness lever is set to ✉ (down).

- For details, → p. 5-6.

⚠️ **CAUTION** **Do not set the paper thickness lever while the unit is printing since this will cause problems.**
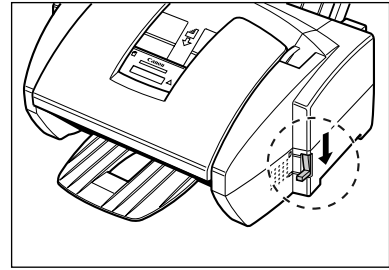
3 Cut the banner paper along one of the perforations to the length required. Then gently fold along the perforations between the first and second sheets.

- Your banner can be up to six sheets (1782 mm) long.
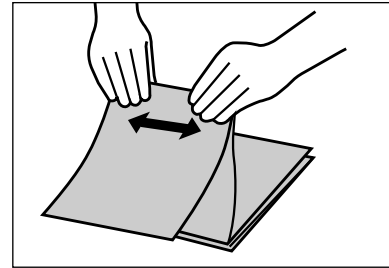
4 Place the banner paper behind the unit on a flat surface. Then insert the first sheet into the multi-purpose tray ①, and align the right edge of the sheet with the right side of the multi-purpose tray. Slide the paper guide against the left edge of the sheet, leaving a 1 mm gap between the paper guide and the edge of the sheet ②.

- Make sure the sheet is under the tabs on the multi-purpose tray.
- Make sure the sheets behind the unit are aligned with the multi-purpose tray.

TABS
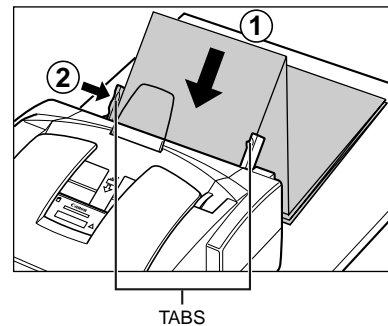
5 Your MultiPASS is now ready to print. Set your PC to print on the banner paper.

- Allow the paper to flow over the edge of the table as it exits the MultiPASS.

Paper Handling
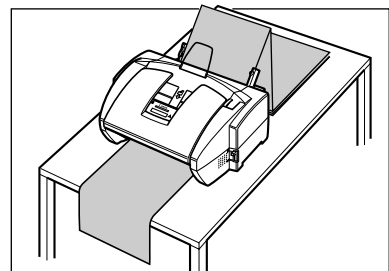
Chapter 6

Speed Dialling

Speed Dialling

What is Speed Dialling?

Speed dialling allows you to simplify dialling procedures by registering a fax/telephone number(s) and name under a button or code. You can then dial that number by pressing only one or a few buttons.

Speed Dialling Methods

The three speed dialling methods available with your MultiPASS are as follows:

■ One-Touch Speed Dialling (→ p. 6-3)
Allows you to dial a fax or telephone number by pressing only one button. You can register up to 12 destinations for one-touch speed dialling.

■ Coded Speed Dialling (→ p. 6-6)
Allows you to dial a fax or telephone number by pressing **Coded Dial** followed by a two-digit code of your choice. While coded speed dialling requires you to press more buttons, you can register up to 100 different destinations.

■ Group Dialling (→ p. 6-9)
Allows you to dial a group of registered one-touch and/or coded speed dialling fax numbers. By registering a group for one-touch or coded speed dialling, you press only one or three buttons to send a same document to several destinations.

The following pages describe how to register numbers for speed dialling and how to send using speed dialling.

Note
- You can also register numbers for speed dialling from the MultiPASS Suite. (→ *MultiPASS Suite User's Guide*)
- Any settings adjusted from the MultiPASS operation panel will not be displayed in the MultiPASS Suite.
- Settings changed from the MultiPASS Suite will override any settings made from the operation panel.

One-Touch Speed Dialling

Registering Numbers for One-Touch Speed Dialling

One-touch speed dialling allows you to dial a fax/telephone number at the press of one button. You can register up to 12 fax/telephone numbers; one for every one-touch speed dialling button on the operation panel.

Note
You can also register fax/telephone numbers for one-touch speed dialling from the MultiPASS Suite. (→ *MultiPASS Suite User's Guide*)

Follow this procedure to register numbers and names for one-touch speed dialling:

1 Press **Function**.

2 Press **Data Registration**.

DATA REGSTRATION

3 Use ∨ or ∧ to select TEL REGISTRATION.

TEL REGISTRATION

4 Press **Set** twice.

1-TOUCH SPD DIAL

01=

5 Use ∨ or ∧ to select a one-touch speed dialling button (01 to 12).

Ex:

04=

• If a one-touch speed dialling button has already been registered, the number registered under that button appears.
• If a group is already registered under a one-touch speed dialling button, GROUP DIAL appears.

6 Press **Set** twice.

TELEPHONE NUMBER

TEL=_

Speed Dialling

7 Use the numeric buttons to enter the fax/
telephone number you want to register (max.
120 digits, including spaces and pauses).

Ex: | TEL=2O 545 8545_ |

- To enter a space, press **Space**. Spaces are
  optional and are ignored during dialling.
- To enter a pause, press ○●**/Pause**.
- To correct a mistake in the number, press ＜ to
  delete the rightmost digit.
- To delete an entire entry or to change a
  previous entry, press **Clear**.
- If you have already registered a number and
  you only want to change the name, ignore this
  step.
- To cancel one-touch speed dialling for the
  button you selected, press **Clear** then **Set**.
  Press **Stop** to return to standby mode. The
  fax/telephone number and name registered
  under that button will be deleted.

8 Press **Set** twice.

| DATA ENTRY OK |

| NAME |

| _   :A |

9 Use the numeric buttons to enter the name
that goes with the number (max. 16 characters,
including spaces).

Ex: | Canon EUROP<u>A</u>   :A |

- If you are unsure how to enter characters,
  → p. 3-3.
- If you have already registered a name and
  want to keep the same name, ignore this step.

10 Press **Set**.

| DATA ENTRY OK |

Ex: | O5= |

11 To continue registering other one-touch
speed dialling buttons, repeat the procedure
from step 5.
-or-
Press **Stop** to return to standby mode.

Ex: | 15:OO   FaxOnly |

✎ You can print the 1-TOUCH SPD DIAL LIST showing all the numbers and names
Note registered for one-touch speed dialling (→ p. 6-13). Keep this list near your MultiPASS so
you can refer to it when dialling.

Using One-Touch Speed Dialling

To use this feature, you must first register a number for one-touch speed dialling.
($\rightarrow$ p. 6-3)

Follow this procedure to send documents using one-touch speed dialling:

1 Open the document tray.

2 Adjust the document feed lever for the
document you are loading. ($\rightarrow$ p. 4-2)

3 Prepare the document and load it, face
down, in the ADF. ($\rightarrow$ p. 4-4)
- For colour sending, press **Colour/B&W** to
  turn on its light. ($\rightarrow$ p. 7-2)
- To adjust the resolution and contrast,
  $\rightarrow$ pp. 7-3, 7-4.

MEMORY USED 0%

(Currently used memory)

DOCUMENT READY

(Standby to scan)

4 Press the one-touch speed dialling button
assigned to the number you wish to fax.
- The number registered under that one-touch
  speed dialling button is displayed.
- If you press the wrong button, press **Stop**,
  then press the correct button.
- NO TEL # appears if no fax number is
  assigned to the one-touch speed dialling
  button you pressed.

Ex:
TEL=905 795 1111

5 Press **Start** to begin scanning for sending,
or wait a few seconds for the MultiPASS to
begin scanning automatically.
- If you prefer the MultiPASS never to scan a
  document automatically after a few seconds,
  disable the TIME OUT setting. ($\rightarrow$ p. 14-6)

Note
- You can also use one-touch speed dialling to send a document to more than one
  destination at a time. ($\rightarrow$ p. 7-13)
- To dial a telephone number registered for one-touch speed dialling, simply lift the
  handset and press the one-touch speed dialling button.

Speed Dialling

Coded Speed Dialling

Registering Numbers for Coded Speed Dialling

Coded speed dialling allows you to dial a fax/telephone number by pressing only three buttons. First you press **Coded Dial** and then you enter a two-digit code under which you have registered a fax/telephone number. You can register up to 100 different fax/telephone numbers for coded speed dialling.

✎ **Note** You can also register fax/telephone numbers for coded speed dialling from the MultiPASS Suite. (→ *MultiPASS Suite User's Guide*)

Follow this procedure to register numbers and names for coded speed dialling:

1 Press **Function**.

2 Press **Data Registration**.

DATA REGSTRATION

3 Use ∨ or ∧ to select TEL REGISTRATION.

TEL REGISTRATION

4 Press **Set**.

1-TOUCH SPD DIAL

5 Use ∨ or ∧ to select CODED SPEED DIAL.

CODED SPEED DIAL

6 Press **Set**.

✱OO=

7 Use ∨ or ∧ to select a coded speed dialling code (OO to 99).
- If a coded speed dialling code has already been registered, the number registered under that code appears.
- If a group is already registered under a coded speed dialling code, GROUP DIAL appears.

Ex:

✱O1=

8 Press **Set** twice.

TELEPHONE NUMBER

TEL=_

9 Use the numeric buttons to enter the fax/ telephone number you want to register (max. 120 digits, including spaces and pauses).

Ex:
```
TEL=3 3758 2111_
```

• To enter a space, press **Space**. Spaces are optional and are ignored during dialling.
• To enter a pause, press ◐/**Pause**.
• To correct a mistake in the number, press < to delete the rightmost digit.
• To delete an entire entry or to change a previous entry, press **Clear**.
• If you have already registered a number and you only want to change the name, ignore this step.
• To cancel coded speed dialling for the code you selected, press **Clear** then **Set**. Press **Stop** to return to standby mode. The fax/telephone number and the name registered under that code will be deleted.

10 Press **Set** twice.

```
DATA ENTRY OK
```

```
NAME
```

```
_                    :A
```

11 Use the numeric buttons to enter the name that goes with the number (max. 16 characters, including spaces).

Ex:
```
Canon Inc._      :a
```

• If you are unsure how to enter characters, → p. 3-3.
• If you have already registered a name and want to keep the same name, ignore this step.

12 Press **Set**.

```
DATA ENTRY OK
```

Ex:
```
✳02=
```

13 To continue registering other coded speed dialling codes, repeat the procedure from step 7.
-or-
Press **Stop** to return to standby mode.

Ex:
```
15:00      FaxOnly
```

📝 **Note** You can print the CODED SPEED DIAL LIST showing all the numbers and names registered for coded speed dialling (→ p. 6-13). Keep this list near your MultiPASS so you can refer to it when dialling.

Using Coded Speed Dialling

To use this feature, you must first register a number for coded speed dialling.
(→ p. 6-6)

Follow this procedure to send documents using coded speed dialling:

1 Open the document tray.

2 Adjust the document feed lever for the document you are loading. (→ p. 4-2)

3 Prepare the document and load it, face down, in the ADF. (→ p. 4-4)
- For colour sending, press **Colour/B&W** to turn its light. (→ p. 7-2)
- To adjust the resolution and contrast, → pp. 7-3, 7-4.

MEMORY USED 0%

(Currently used memory)

DOCUMENT READY

(Standby to scan)

4 Press **Coded Dial**.

∗

5 Use the numeric buttons to enter the two-digit code assigned to the number you wish to fax.
- The number registered under that coded speed dialling code is displayed.
- If you enter the wrong code, press **Stop**. Then press **Coded Dial** and enter the correct code.
- NO TEL # appears if no fax number is assigned to the coded speed dialling code you entered.

Ex:
∗01

Ex:
TEL=03 3758 2111

6 Press **Start** to begin scanning for sending, or wait a few seconds for the MultiPASS to begin scanning automatically.
- If you prefer the MultiPASS never to scan a document automatically after a few seconds, disable the TIME OUT setting. (→ p. 14-6)

Note
- You can also use coded speed dialling to send a document to more than one destination at a time. (→ p. 7-13)
- To dial a telephone number registered for coded speed dialling, simply lift the handset, press **Coded Dial**, and enter the two-digit code.

Group Dialling

Creating Groups

If you frequently send documents to a same group of fax numbers, you can create a group of these numbers and register them under a speed dialling button or code. This enables you to press a single one-touch speed dialling button, or press **Coded Dial** and enter a two-digit code to send the same document to all the fax numbers in the group.

> ✎ **Note**
> • You can only group numbers that have already been registered for one-touch or coded speed dialling.
> • A group can contain up to 111 destinations.
> • You can also create groups from the MultiPASS Suite. (→ *MultiPASS Suite User's Guide*)

Follow this procedure to create groups:

1 Press **Function**.

2 Press **Data Registration**.

```
DATA REGSTRATION
```

3 Use ∨ or ∧ to select TEL REGISTRATION.

```
TEL REGISTRATION
```

4 Press **Set**.

```
1-TOUCH SPD DIAL
```

5 Use ∨ or ∧ to select GROUP DIAL.

```
GROUP DIAL
```

6 Press **Set**.

Ex:
```
01=1-TOUCH SPD
```

7 Select a one-touch speed dialling button or coded speed dialling code under which you want to register the group.

❚ To register a group under a one-touch speed dialling button:
Use ∨ or ∧ to select the button under which you want to register the group (01 to 12).

Ex:
```
03=
```

• If a one-touch speed dialling button has already been registered, 1-TOUCH SPD or GROUP DIAL appears.

❚ To register a group under a coded speed dialling code:

Press **Coded Dial**, then use the numeric buttons to enter the code under which you want to register the group (OO to 99).

Ex:
```
✳21=
```

• If a coded speed dialling code has already been registered, CODED SPEED or GROUP DIAL appears.

Note If you wish to register a group under a button or code already registered for speed dialling, or you want to re-enter a group, you must delete the previous information first. (→ pp. 6-3, 6-6)

8 Press **Set** twice.

```
TELEPHONE NUMBER
```

```
TEL=
```

9 Enter the one-touch and/or coded speed dialling numbers you want to register in the group.

❚ To enter a destination registered for one-touch speed dialling:

Press **Function**, then press the one-touch speed dialling button(s) assigned to the number(s) you want to register in the group. Then press **Function** again.

Ex:
```
01=905 795 1111
```

❚ To enter a destination registered for coded speed dialling:

Press **Coded Dial**, then use the numeric buttons to enter the two-digit code assigned to the number you want to register in the group. Repeat for other codes.

Ex:
```
✳01=03 3758 2111
```

• The number registered under the button or code you enter appears, or GROUP DIAL appears if you select a group.
• You cannot enter numbers not registered for one-touch or coded speed dialling (i.e. with the numeric buttons).
• You can enter buttons or codes that have groups registered under them.

- To add destinations to a group already registered, simply enter them as explained in this step.
- If you enter the wrong destination, or if you want to delete a destination already registered in a group, use ∨ or ∧ to select that entry, then press **Clear**.
- To cancel group dialling for the button or code you selected, press **Clear** until all entries are deleted, then press **Set**. Press **Stop** to return to standby mode. All fax numbers and the name of the group registered under that button or code will be deleted.

10 Press **Set** twice.

```
NAME
```

```
_                    :A
```

11 Use the numeric buttons to enter a name for the group (max.16 characters, including spaces).
- If you are unsure how to enter characters, → p. 3-3.
- If you have already registered a name and want to keep the same name, ignore this step.

Ex:
```
Canon GROUP 2_ :1
```

12 Press **Set**.

```
DATA ENTRY OK
```

Ex:
```
04=1-TOUCH SPD
```

13 To continue registering other groups, repeat the procedure from step 7.
-or-
Press **Stop** to return to standby mode.

Ex:
```
15:00      FaxOnly
```

📝 You can print the GROUP DIAL LIST showing all the numbers and names registered for
Note group dialling (→ p. 6-13). Keep this list near your MultiPASS so you can refer to it when dialling.

Speed Dialling

Using Group Dialling

To use this feature, you must first register a group of fax numbers for one-touch or coded speed dialling. (→ p. 6-9)

Follow this procedure to send a document to a group of destinations registered under a one-touch speed dialling button or coded speed dialling code:

1 Open the document tray.

2 Adjust the document feed lever for the document you are loading. (→ p. 4-2)

3 Prepare the document and load it, face down, in the ADF. (→ p. 4-4)
- For colour sending, press **Colour/B&W** to turn on its light. (→ p. 7-2)
- To adjust the resolution and contrast, → pp. 7-3, 7-4.

```
MEMORY USED  0%
```
(Currently used memory)

```
DOCUMENT READY
```
(Standby to scan)

4 Enter the group registered under a one-touch speed dialling button or coded speed dialling code.

▌ To enter a group registered under a one-touch speed dialling button:
Press the one-touch speed dialling button assigned to the group you wish to fax.
- If you press the wrong button, press **Stop**, then press the correct button.

```
TEL=GROUP DIAL
```

▌ To enter a group registered under a coded speed dialling code:
Press **Coded Dial**, then use the numeric buttons to enter the two-digit code assigned to the group you wish to fax.
- If you enter the wrong code, press **Stop**. Then press **Coded Dial** and enter the correct code.

Ex:
```
*21=
```

```
TEL=GROUP DIAL
```

5 Press **Start** to begin scanning for sending, or wait a few seconds for the MultiPASS to begin scanning automatically.
- If you prefer the MultiPASS never to scan a document automatically after a few seconds, disable the TIME OUT setting. (→ p. 14-6)

Speed Dialling Lists

You can print lists of fax/telephone numbers registered for speed dialling. Keep these lists near your MultiPASS so you can refer to them when dialling.

Printing Speed Dialling Lists

Follow this procedure to print speed dialling lists:

1   Press **Function**.

2   Press **Report**.

ACTIVITY REPORT

3   Use ∨ or ∧ to select SPEED DIAL LIST.

SPEED DIAL LIST

4   Press **Set**.

1-TOUCH LIST

5   Use ∨ or ∧ to select the list you want to print.
   • You can select from the following:
      – 1-TOUCH LIST
      – CODED DIAL LIST
      – GROUP DIAL LIST

Ex:

CODED DIAL LIST

6   Press **Set**.
   • If you selected 1-TOUCH LIST or CODED DIAL LIST above, select in what order you want the destinations to be printed:
   Press ✳ to print the list with the names of the destinations in alphabetical order.
   -or-
   Press **#** to print the list in code or button order.
   • The MultiPASS prints the list.

SORTED OUTPUT
YES=(✳)   NO=(#)

Samples of the lists are shown on the following page.

Speed Dialling

■ 1-TOUCH SPD DIAL LIST

```
27/12 2001  17:23  FAX 123 4567              CANON                                    ☑ 001
```

```
    27/12 2001  17:23  FAX 123 4567              CANON                                    ☑ 001

                          ********************************
                          ***   1-TOUCH SPD DIAL LIST   ***
                          ********************************

    NO.                    CONNECTION TEL                              CONNECTION ID

    [   12]   2 887 0166                                   Canon AUSTRALIA
    [   01]   905 795 1111                                 Canon CANADA
    [   03]   GROUP DIAL                                   Canon EUROPA
    [   04]   2 50921                                      Canon ITALIA
    [   05]   1 432 2060                                   Canon OPTICS
```

(unsorted list rows partly visible: [01] 905 7..., [03] GROU..., [04] 2 509..., [05] 1 432..., [12] 2 887...)

UNSORTED LIST: DESTINATIONS LISTED
IN BUTTON ORDER.

SORTED LIST: DESTINATIONS LISTED IN
ALPHABETICAL ORDER.

■ CODED SPEED DIAL LIST

```
27/12 2001  17:23  FAX 123 4567              CANON                                    ☑ 001
```

```
    27/12 2001  17:23  FAX 123 4567              CANON                                    ☑ 001

                          ********************************
                          ***   CODED SPEED DIAL LIST   ***
                          ********************************

    NO.                    CONNECTION TEL                              CONNECTION ID

    [✶  00]   2131 1250                                    Canon DEUTSCH.
    [✶  02]   1 49 39 25 25                                Canon FRANCE
    [✶  21]   GROUP DIAL                                   Canon GROUP 1
    [✶  01]   03 3758 2111                                 Canon TOKYO
    [✶  03]   516p488 6700                                 Canon U.S.A.
    [✶  32]   81 773 3173                                  Canon UK
```

(unsorted list rows partly visible: [✶ 00] 2131 1..., [✶ 01] 03 375..., [✶ 02] 1 49 3..., [✶ 03] 516p4..., [✶ 21] GROU..., [✶ 32] 81 773...)

UNSORTED LIST: DESTINATIONS LISTED
IN CODE ORDER.

SORTED LIST: DESTINATIONS LISTED IN
ALPHABETICAL ORDER.

■ GROUP DIAL LIST

```
27/12 2001  17:23  FAX 123 4567              CANON                                    ☑ 001

                          ****************************
                          ***   GROUP DIAL LIST   ***
                          ****************************


    [   03] Canon GROUP 2        [   04] 2 50921              Canon ITALIA
                                 [✶ 00] 2131 1250             Canon DEUTSCH.
                                 [✶ 02] 1 49 39 25 25         Canon FRANCE
                                 [✶ 32] 81 773 3173           Canon UK

    [✶ 21] Canon GROUP 1         [   01] 905 795 1111         Canon CANADA
                                 [✶ 03] 516p488 6700          Canon U.S.A.
```

Chapter 7
Sending Faxes

Sending Faxes

Preparing to Send a Fax

Documents You Can Fax

For information on the types of documents you can fax, their requirements, and details on loading documents, → Chapter 4.

Adjusting the Quality of Your Faxes

Canon's Ultra High Quality (UHQ™) imaging technology enables you to send documents that are very close to the quality of the original. The MultiPASS allows you to send a document in colour or black & white, and to adjust the resolution and contrast to best suit your particular document.

Setting Colour or Black & White Transmission

Your MultiPASS can send faxes in black & white. It can also send faxes in colour to fax machines with colour capability. Before sending a document, you need to adjust whether the document will be sent in colour, or in black & white only.

■ **To send in black & white:**

Make sure the **Colour/B&W** button's light is off. If not, press **Colour/B&W** to turn it off.

■ **To send in colour (to fax machines that support colour fax reception):**

Press **Colour/B&W** to turn on its light.

> **Note** If you attempt to send a colour document to a fax machine that does not support colour faxing, the document will not be sent and the LCD will display TRY AGAIN IN B&W. Try sending again in black & white. Alternatively, you can enable the COLOUR DIRECT TX setting (→ p. 14-6) that converts colour faxes to black & white if the other party's fax machine does not support colour faxing, thus enabling you to send colour documents to any fax machine without an error occurring.

Setting the Scanning Resolution

Resolution is a measure of the fineness or clarity of a printout. Low resolutions may cause text and graphics to have a jagged appearance, while higher resolutions provide smoother curves and lines, crisp text and graphics, and a better match to traditional typeface designs.

Note The higher the resolution, the higher the output quality, but the slower the scanning speed.

■ For black & white sending, set the resolution as follows:

1 Make sure the light above **Colour/B&W** is turned off.
 • If not, press **Colour/B&W** to turn it off.

2 Press **Image Quality** to select the resolution setting you want.

Ex:
FAX PHOTO

 • You can select from the following:
   – FAX STANDARD
     Suitable for most text-only documents.
   – FAX FINE
     Suitable for fine-print documents.
   – FAX PHOTO
     Suitable for documents that contain images such as photos. With this setting, areas of the document that contain photos are automatically scanned with 64 levels of grey, rather than just two (black & white).

After about 10 seconds, the LCD returns to standby mode.

■ For colour sending, set the resolution as follows:

1 Press **Colour/B&W** to turn on its light.

2 Press **Image Quality** to select the resolution setting you want.

Ex:
FAX FINE

 • You can select from the following:
   – FAX STANDARD
     Provides standard colour resolution.
   – FAX FINE
     Provides a higher quality colour resolution.

After about 10 seconds, the LCD returns to standby mode.

Note You can change the resolution setting while the document is being scanned for sending. However, please note that your new setting will only be effective from the next page scanned.

Setting the Scanning Contrast

Contrast is the difference in brightness between the lightest and darkest parts of a printed document. You can adjust the contrast the MultiPASS uses to send or copy black & white documents. Adjust according to how light or dark your document is.

📝 **Note** You can also set the scanning contrast for sending from the MultiPASS Suite. (→ *MultiPASS Suite User's Guide*)

Follow this procedure to set the scanning contrast:

1 Press **Function**.

2 Press **Data Registration**.

DATA REGSTRATION

3 Press **Set** twice.

USER SETTINGS

DATE & TIME

4 Use ∨ or ∧ to select SCAN CONTRAST.

SCAN CONTRAST

5 Press **Set**.

Ex: | STANDARD |
| --- |

6 Use ∨ or ∧ to select the scanning contrast you want.

Ex: | DARKER |
| --- |

- You can select from the following:
  – STANDARD
    Adequate for most documents.
  – DARKER
    Suitable for light documents.
  – LIGHTER
    Suitable for dark documents.

7 Press **Set**.

OFFHOOK ALARM

8 Press **Stop** to return to standby mode.

Ex: | 15:OO   FaxOnly |
| --- |

Dialling Methods

There are several ways of dialling the number of the party you want to send to. They are as follows:

- **Regular Dialling**
  Dial a fax number by using the numeric buttons, just like dialling a telephone number.

- **One-Touch Speed Dialling**
  Dial a fax number by pressing the one-touch speed dialling button (01 to 12) that the number is assigned to. For details on registering and using one-touch speed dialling, → pp. 6-3, 6-5.

- **Coded Speed Dialling**
  Dial a fax number by pressing **Coded Dial** followed by the two-digit code (00 to 99) that the number is assigned to. For details on registering and using coded speed dialling, → pp. 6-6, 6-8.

- **Group Dialling**
  Send a document to a predefined group of fax numbers. (The numbers must already be registered under one-touch speed dialling buttons or coded speed dialling codes.) For details on creating groups and using group dialling, → pp. 6-9, 6-12.

- **PC Dialling**
  Dial a fax number from your PC using the MultiPASS Suite. (→ *MultiPASS Suite User's Guide*)

Sending Faxes

Sending Methods

This section describes the methods and advantages of the two main sending methods: *Memory sending* and *Manual sending via the handset*.

Memory Sending

Memory sending is a quick and easy way to send a document. As the first page of a multipage document is being scanned into the MultiPASS' memory, the unit begins calling the other party and transmitting the information even as the remaining pages are being scanned.

Since the MultiPASS is multitasking, you can even scan a document into memory while performing other tasks.

The MultiPASS has enough memory to store up to approximately 416 pages* (fewer if the document contains many graphics or particularly dense text).

Follow this procedure for memory sending:

1   Open the document tray.

2   Adjust the document feed lever for the document you are loading. (→ p. 4-2)

3   Prepare the document and load it, face down, in the ADF. (→ p. 4-4)
 • For colour sending, press **Colour/B&W** to turn on its light. (→ p. 7-2)
 • To adjust the resolution and contrast, → pp. 7-3, 7-4.
 • You may be unable to use memory sending if the percentage shown in the LCD is close to 100%. Use manual sending via the handset instead. (→ p. 7-7)

```
MEMORY USED  0%
```
(Currently used memory)

```
DOCUMENT READY
```
(Standby to scan)

4   Dial the other party's fax number.
 • For dialling methods, → p. 7-5.
 • If you enter the wrong number, press **Stop**, then enter the correct number.
 • If you must first dial a digit to get an outside line ("9", for example), add a pause after that digit by pressing ○●/**Pause**.

Ex:
```
TEL=   9p7654321
```

*Based on Canon FAX Standard Chart No. 1, standard mode.

5 Press **Start** to begin scanning for sending, or if you used speed dialling, wait a few seconds for the MultiPASS to begin scanning automatically.

- If you prefer the MultiPASS never to scan a document automatically after a few seconds, disable the TIME OUT setting. (→ p. 14-6)
- To cancel sending once dialling has started, press **Stop** then ✳. (→ p. 7-9)

Note
- You can scan up to 30 different documents for memory sending.
- When an error occurs during sending, the document is automatically deleted from memory, even if it was not sent completely.
- If you attempt to send a colour document to a fax machine that does not support colour faxing, the document will not be sent and the LCD will display TRY AGAIN IN B&W. Try sending again in black & white. Alternatively, you can enable the COLOUR DIRECT TX setting (→ p. 14-6) that converts colour faxes to black & white if the other party's fax machine does not support colour faxing, thus enabling you to send colour documents to any fax machine without an error occurring.

Manual Sending Via the Handset

Manual sending via the handset allows you to talk to the other party before sending a document. This method is useful if the other party must manually set their fax machine to receive before they can receive a fax.

Follow this procedure for manual sending via the handset:

Note For this mode, you need to connect the optional handset or a telephone to your unit. (→ p. 2-6)

1 Open the document tray.

2 Adjust the document feed lever for the document you are loading. (→ p. 4-2)

3 Prepare the document and load it, face down, in the ADF. (→ p. 4-4)
- For colour sending, press **Colour/B&W** to turn on its light. (→ p. 7-2)
- To adjust the resolution and contrast, → pp. 7-3, 7-4.

MEMORY USED 0%
(Currently used memory)

DOCUMENT READY
(Standby to scan)

Sending Faxes

4 Press **Hook**.
  • You can also lift the handset instead of
    pressing **Hook**.

```
TEL=
```

5 Dial the other party's fax/telephone number.
  • For dialling methods, → p. 7-5.
  • If you make a mistake during dialling, press
    Hook or hang up the handset and start again
    from step 4.

Ex:
```
TEL=        7654321
```

6 When you hear the other party answer the
    call, pick up the handset to start talking.
  • If you pressed **Hook** in step 4 instead of lifting
    the handset, you will hear the other party's
    voice but they will not be able to hear you
    through the speaker. Pick up the handset to
    talk to the other party.
  • If you hear a high-pitched signal instead of the
    other party's voice, press **Start**. If you picked
    up the handset to dial, press **Start** and hang
    up the handset. The MultiPASS will begin
    sending the document.

7 When you are ready to send the document,
    ask the other party to press the start button
    on their fax unit.

8 When you hear the high-pitched signal of
    the other party's fax unit press **Start** on the
    MultiPASS and then hang up the handset.
  • The MultiPASS begins sending the document.

⌐✎ • Be sure to hang up the handset *after* you press **Start** on the MultiPASS; otherwise the
Note   call will be disconnected.
      • The unit will beep if the handset is not hung up properly. Make sure the handset is
        seated properly in its cradle. If you do not want the unit to beep, disable the OFFHOOK
        ALARM setting. (→ p. 14-4)
      • If you attempt to send a colour document to a fax machine that does not support colour
        faxing, the document will not be sent and the LCD will display TRY AGAIN IN B&W. Try
        sending again in black & white. Alternatively, you can enable the COLOUR DIRECT TX
        setting (→ p. 14-6) that converts colour faxes to black & white if the other party's fax
        machine does not support colour faxing, thus enabling you to send colour documents to
        any fax machine without an error occurring.

Cancelling Sending

Follow this procedure if you want to stop sending a document before transmission is completed:

■ Cancel manual sending via the handset as follows:

1   Press **Stop**.
  • The transmission is cancelled.
  • The MultiPASS prints an ERROR TX REPORT.
    (→ p. 11-4)

■ Cancel memory sending as follows:

1   Press **Stop**.
  • The MultiPASS asks you to confirm that you
    want to cancel sending.

```
CANCEL? *YES  #NO
```

```
YES=(*)  NO=(#)
```

2   Press ✱ to cancel sending.
  • Sending is not cancelled until you press ✱.
  • If you change your mind and want to continue
    sending, press **#**.
  • To cancel transmission of a document waiting
    to be sent, you will have to delete it from
    memory. (→ p. 7-19)
  • The MultiPASS prints an ERROR TX REPORT.
    (→ p. 11-4)

Note   When you cancel sending, you may need to open the operation panel to remove the
document from the ADF. (→ p. 13-3)

Redialling When the Line is Busy

There are two methods of redialling: *Manual redialling* and *Automatic redialling*. This section explains these two methods.

Manual Redialling

Press ◯●/**Pause** to dial the last number you dialled with the numeric buttons. (This starts redialling regardless of whether automatic redialling is enabled.)

Cancelling Manual Redialling

To cancel manual redialling, press **Stop**.

Automatic Redialling

What is Automatic Redialling?

When you are sending a document using memory sending and the other party's line is busy, the unit waits the specified time and then dials the same number again. You can set the MultiPASS to redial several times if previous attempts fail because of a busy signal. This feature is called *Automatic redialling*.

After the initial dial attempt, the MultiPASS is factory-set to wait two minutes and then try to dial again. If the second attempt fails because the line was busy, the MultiPASS will again wait for two minutes and make a final attempt to complete the call.

Automatic redialling can be turned off and on. The number of redialling attempts and the time interval between attempts can also be adjusted. (→ p. 7-11)

If all redialling attempts are unsuccessful, the MultiPASS will cancel the transmission and print an ERROR TX REPORT to remind you that the transmission was not completed. (→ p. 11-4)

✎ **Note** You can also set the automatic redialling feature from the MultiPASS Suite. (→ *MultiPASS Suite User's Guide*)

When automatic redialling is in use, the LCD alternately displays AUTO REDIAL and the transaction number (TX/RX NO.) while it is waiting to redial.

Cancelling Automatic Redialling

Automatic redialling cannot be cancelled with the **Stop** button while the unit is waiting to redial.

Follow this procedure to cancel automatic redialling:

1   Wait until the MultiPASS begins redialling.

```
DIALING
```

2   Press **Stop**.
   • The MultiPASS asks you to confirm that you
     want to cancel.

```
CANCEL? *YES  #NO
```

```
YES=(*)  NO=(#)
```

3   Press ✶ to cancel redialling.
   • Redialling is not cancelled until you press ✶.
   • If you change your mind and want to continue
     redialling, press **#**.
   • The MultiPASS prints an ERROR TX REPORT.
     (→ p. 11-4)

🖉 If you want to cancel a transmission while the unit is waiting to redial, you will have to
Note   delete the document from memory. (→ p. 7-19)

Setting the Options for Automatic Redialling

You can set the following options for automatic redialling:
• Whether or not the MultiPASS redials automatically.
• The number of times the MultiPASS attempts to redial.
• The time interval between redialling attempts.

Follow this procedure to adjust the automatic redialling settings:

1   Press **Function**.

2   Press **Data Registration**.

```
DATA REGSTRATION
```

3   Press **Set**.

```
USER SETTINGS
```

4   Use ∨ or ∧ to select TX SETTINGS.

```
TX SETTINGS
```

5   Press **Set**.

```
ECM TX
```

6 Use ∨ or ∧ to select AUTO REDIAL.

> AUTO REDIAL

7 Press **Set**.
   • To disable automatic redialling, use ∨ or ∧ to select OFF, then press **Set**. Press **Stop** to return to standby mode.
   • To enable automatic redialling, use ∨ or ∧ to select ON. Continue with the steps below.

> Ex: ON

8 Press **Set** twice.

> REDIAL TIMES

> Ex: 2TIMES

9 Use the numeric buttons to enter the number of times you want the unit to redial.
   • You can select from 1 to 10 times.*
   • The default setting is twice.

> Ex: 5TIMES

10 Press **Set** twice.

> REDIAL INTERVAL

> Ex: 2MIN.

11 Use the numeric buttons to enter the time interval between rediallings.
   • You can select from 1 to 99 minutes.**
   • The default setting is 2 minutes.

> Ex: 5MIN.

12 Press **Set**.

> TIME OUT

13 Press **Stop** to return to standby mode.

> Ex: 15:00   FaxOnly

* Australia: 1 to 2 times, New Zealand: 1 to 5 times, Malaysia: 1 to 15 times, Hong Kong: 1 to 3 times.
** Singapore: 2 to 99 minutes.

Sequential Broadcasting

Sending a Document to More Than One Destination

This feature allows you to scan a document once and send it to several destinations. You can send the document to a maximum of 113 destinations using a combination of the following dialling methods:

• One-touch speed dialling: up to 12 destinations

• Coded speed dialling: up to 100 destinations

• Regular dialling (using the numeric buttons): one destination

You can enter the destinations in any order. (Be sure to press **Set** after your entry with the numeric buttons.)

📝 **Note**
If you frequently send documents to the same group of destinations, you can group them and register these numbers for group dialling. You can register up to 111 fax numbers with group dialling and send the same document to these numbers at the press of one or three buttons. (→ p. 6-9)

Follow this procedure to send a document to more than one destination:

1 Open the document tray.

2 Adjust the document feed lever for the document you are loading. (→ p. 4-2)

3 Prepare the document and load it, face down, in the ADF. (→ p. 4-4)
  • For colour sending, press **Colour/B&W** to turn on its light. (→ p. 7-2)
  • To adjust the resolution and contrast, → pp. 7-3, 7-4.

MEMORY USED 0%
(Currently used memory)

DOCUMENT READY
(Standby to scan)

4 Enter up to 113 fax numbers using any of the following methods:
  ▌One-touch speed dialling:
  Press the desired one-touch speed dialling button(s).

Ex: | TEL=905 795 1111 |
|---|

  ▌Coded speed dialling:
  Press **Coded Dial**, then use the numeric buttons to enter the two-digit code. Repeat for other codes.
  • Be sure to press **Coded Dial** before each code.

Ex: | *01 |
|---|

Ex: | TEL=03 3758 2111 |
|---|

Sending Faxes

■ Regular dialling:

Use the numeric buttons to enter the fax number, then press **Set**.

Ex: | TEL=2 887 0166 |

- You can only enter one fax number this way.

✎ **Note**
- If you enter an incorrect destination, press **Function**, then **Clear**. Then press **Function** again, and enter the correct destination.
- You must enter the second fax number within five seconds of entering the first one. All subsequent fax numbers must be entered within 10 seconds. If you wait longer than these times, the MultiPASS automatically begins scanning the document for sending. If you prefer the MultiPASS not to do this, disable the TIME OUT setting. (→ p. 14-6)
- If you want to review the numbers you entered, press **Function** and use ∨ or ∧ to scroll through the numbers.

5 Press **Start** to begin scanning for sending, or wait a few seconds for the MultiPASS to begin scanning automatically.

- The MultiPASS will first send the document to the one-touch speed dialling destinations, then the coded speed dialling destinations, and finally to the destination dialled using regular dialling.
- If you prefer the MultiPASS never to scan a document automatically after a few seconds, disable the TIME OUT setting. (→ p. 14-6)
- To cancel sending, press **Stop** then ✳. Sending to all destinations you specified in step 4 will be cancelled (you cannot cancel only one destination), and the MultiPASS will print a MULTI TX/RX REPORT. (→ p. 11-5)

✎ **Note**
- If a number is busy, the unit will continue sending to the other destinations and then redial the number that was busy.
- If the MultiPASS' memory becomes full while scanning your document, MEMORY FULL will appear in the LCD. If this happens, remove the remainder of the document from the ADF (you may need to open the operation panel to do so), then divide the document into several sections and send each section separately.
- If you attempt to send a colour document to a fax machine that does not support colour faxing, the document will not be sent, the LCD will display TRY AGAIN IN B&W, and transmission to that destination will be cancelled. Try sending again in black & white. (This occurs even if the COLOUR DIRECT TX setting is enabled.)

Sending a Document Using Group Dialling

If you frequently send faxes to the same group of fax numbers, you can create a group of these numbers. Groups are stored under one-touch speed dialling buttons or coded speed dialling codes. For details, → p. 6-9.

Delayed Sending

You can use your MultiPASS to send faxes at a preset time. This feature is called *Delayed sending* or *Timer sending*. By using this feature, you can take advantage of lower long distance rates at night, for example.

Note
- You can only set this feature from the MultiPASS Suite. (→ *MultiPASS Suite User's Guide*)
- To use this feature, your PC must be turned on and connected to the MultiPASS.

Sending Other Documents While the MultiPASS is Set for Delayed Sending

The MultiPASS is a multitasking unit, so you can perform other tasks even when you have set the MultiPASS for delayed sending.

To print, copy, scan, or send other documents after setting the MultiPASS for delayed sending, simply follow the procedures described in this guide or in the *MultiPASS Suite User's Guide*.

Sending Faxes

Documents Stored in Memory

Printing a List of Documents in Memory

The MultiPASS can print a list of documents stored in memory, along with the transaction number (TX/RX NO.) of each document. Once you know the transaction number of a document in memory, you can print it or delete it. These procedures are described later in this chapter.

Follow this procedure to print a list of documents in memory:

1   Press **Function**.

2   Press **Memory Reference**.

DOC. MEMORY LIST

3   Press **Set**.
   • The MultiPASS prints the DOC. MEMORY LIST.

PRINTING REPORT

27/12 2001 23:42 FAX 123 4567		CANON		001

```
                        ****************************
                        ***   DOC. MEMORY LIST   ***
                        ****************************
```

TX/RX NO	MODE	CONNECTION TEL/ID	PGS.	SET TIME
0046	TRANSMIT	[✳ 01] Canon TOKYO	3	27/12 23:24
0047	TRANSMIT COL	[04] Canon ITALIA	2	27/12 23:26
0048	B'CAST	[01] Canon CANADA	1	27/12 23:38
		[✳ 02] Canon FRANCE		
0049	B'CAST	[03] Canon GROUP 2	1	27/12 23:39

Printing a Document in Memory

Before printing a document, make sure you have the correct BJ cartridge installed.

	Black & White Document in Memory	Colour Document in Memory
Colour BJ cartridge	Printing possible.	Printing possible.
Black BJ cartridge	Printing possible.	Printing possible if converted to black & white.
Photo BJ cartridge	Printing possible.	Printing possible.

Follow this procedure to print a document stored in memory:

1 Press **Function**.

2 Press **Memory Reference**.

DOC. MEMORY LIST

3 Use ∨ or ∧ to select PRINT DOCUMENT.

PRINT DOCUMENT

4 Press **Set**.

Ex: TX∕RX NO.　QOO1

5 Use ∨ or ∧ to select the transaction
number (TX∕RX NO.) of the document you
want to print.
   • The marks before the transaction number
     (TX∕RX NO.) mean the following:
     – (No mark): Black & white document
     – ✳: Colour document
     – #: Black & white document being sent or
         printed
     – &: Colour document being sent or printed
   • If you are unsure of the transaction number
     (TX∕RX NO.), print the DOC. MEMORY LIST.
     (→ p. 7-16)
   • Use < or > to display details of the
     transaction (destination, for example).

Ex: TX∕RX NO. ✳QOO3

Sending Faxes

6 Press **Set**.

```
1ST PG ONLY?
```

```
YES=(✱)  NO=(#)
```

7 Press ✱ to print the first page only, or press **#** to print all pages of the document.
- The MultiPASS prints the document.
- If you are printing a colour document and have the Black BJ cartridge installed, these messages alternate in the LCD:
  Press ✱ to print the document in black & white with the Black BJ cartridge, or press **#** to cancel printing. The unit returns to step 5.

```
CONVERT CLR>B&W?
```

```
YES=(✱)  NO=(#)
```

8 To continue printing other documents in memory, repeat the procedure from step 5.
-or-
Press **Stop** to return to standby mode.

Ex:
```
15:00        FaxOnly
```

Deleting a Document From Memory

Follow this procedure to delete a document from memory:

1 Press **Function**.

2 Press **Memory Reference**.

Ex: `DOC. MEMORY LIST`

3 Use ∨ or ∧ to select DELETE DOCUMENT.

`DELETE DOCUMENT`

4 Press **Set**.

Ex: `TX/RX NO.    0001`

5 Use ∨ or ∧ to select the transaction number (TX/RX NO.) of the document you want to delete.

Ex: `TX/RX NO. *0004`

  • The marks before the transaction number (TX/RX NO.) mean the following:
   – (No mark): Black & white document
   – *: Colour document
   – #: Black & white document being sent or printed
   – &: Colour document being sent or printed
  • If you are unsure of the transaction number (TX/RX NO.), print the DOC. MEMORY LIST. (→ p. 7-16)
  • Use < or > to display details of the transaction (destination, for example).

6 Press **Set**.
  • The MultiPASS asks you to confirm that you want to delete the document.

`OK TO DELETE?`

`YES=(*)  NO=(#)`

7 Press * to delete the document.
  • If you change your mind and want to keep the document in memory, press **#**.
  • The MultiPASS deletes the document.

`ERASING END`

8 To continue deleting other documents in memory, repeat the procedure from step 5.
-or-
Press **Stop** to return to standby mode.

Ex: `15:00        FaxOnly`

Chapter 8

Receiving Faxes

Different Ways to Receive a Fax

The MultiPASS provides you with several modes for receiving faxes. To determine which mode best suits your requirements, refer to the table below:

Receive Mode	Main Use	Operation	Requirements	Details
FAX ONLY MODE	Fax	MultiPASS answers all calls as fax calls. It receives faxes automatically and disconnects voice calls.	Separate telephone line for fax use only.	p. 8-3
Fax/Tel Mode	Fax/Tel	Automatically switches between fax and voice calls. Receives faxes automatically and rings for voice calls.	Optional handset or telephone connected to the MultiPASS.	p. 8-5
MANUAL MODE	Tel	MultiPASS rings for every call, whether a fax call or a voice call. For a fax call, you have to manually activate reception of the fax.	Optional handset or telephone connected to the MultiPASS.	p. 8-8
ANS.MACHINE MODE	Fax/Tel	Receives faxes automatically and routes voice calls to the answering machine.	Answering machine connected to the MultiPASS.	p. 8-10
MultiPASS Suite	PC Fax	Directs faxes to your PC.	PC connected to the MultiPASS and MultiPASS Suite installed. (→ *MultiPASS Suite User's Guide*)	p. 8-11
NET SWITCH*	Fax/Tel	Allows you to have one telephone line with two numbers: one for fax and one for telephone.	Subscription to the Telstra FaxStream™ Duet service (Australia) or the Telecom N.Z. FaxAbility service (New Zealand).	p. 8-14 p. 8-16

Once you have decided which mode is suitable for your needs, set the mode as described in this chapter. You can change the mode at any time.

* This setting is only available in Australia and New Zealand.

Receiving Faxes Automatically: FAX ONLY MODE

If you have a separate telephone line for the MultiPASS, set FAX ONLY MODE for the MultiPASS to answer all calls as fax calls.

Setting FAX ONLY MODE

Your MultiPASS is factory-set to FAX ONLY MODE. If you have not changed the receive mode to Fax/Tel Mode or NET SWITCH*, simply follow this procedure:

1 Press **Receive Mode** to select FAX ONLY MODE.
  • After a few seconds, the LCD changes to this
    display:

Ex:

FAX ONLY MODE

15:OO   FaxOnly

If FAX ONLY MODE does not appear in the LCD when you press **Receive Mode**, follow this procedure to set this mode:

1 Press **Function**.

2 Press **Data Registration**.

DATA REGSTRATION

3 Press **Set**.

USER SETTINGS

4 Use V or Λ to select RX SETTINGS.

RX SETTINGS

5 Press **Set**.

ECM RX

6 Use V or Λ to select RX MODE.

RX MODE

7 Press **Set**.

Ex:

FAX/TEL AUTO SW

8 Use V or Λ to select FAX ONLY MODE.

FAX ONLY MODE

9 Press **Set**.

INCOMING RING

*NET SWITCH is only available in Australia and New Zealand.

10 Press **Stop** to return to standby mode.

Ex:
| 15:OO   FaxOnly |

11 Confirm that FaxOnly is displayed in the LCD.
  • If FaxOnly is not displayed, press **Receive Mode** to select FAX ONLY MODE. After a few seconds, the LCD returns to standby mode.

Ex:
| 15:OO   FaxOnly |

The MultiPASS assumes all incoming calls are from fax machines sending faxes. It receives the documents automatically and disconnects all voice calls.

Note The MultiPASS does not ring when it receives a fax call. If you want to be alerted when a fax call is received, connect the optional handset or a telephone to the MultiPASS, and enable the INCOMING RING setting. (→ p. 14-7)

Receiving Both Faxes and Telephone Calls Automatically: Fax/Tel Mode

Set this mode if you want your MultiPASS to automatically switch between voice and fax calls.

Note For this mode, you need to connect the optional handset or a telephone to your unit. (→ p. 2-6)

Setting Fax/Tel Mode

Follow this procedure to set the receive mode to FAX/TEL AUTO SW (Fax/Tel Mode):

1 Press **Function**.

2 Press **Data Registration**.

DATA REGSTRATION

3 Press **Set**.

USER SETTINGS

4 Use ∨ or ∧ to select RX SETTINGS.

RX SETTINGS

5 Press **Set**.

ECM RX

6 Use ∨ or ∧ to select RX MODE.

RX MODE

7 Press **Set**.

Ex:
FAX ONLY MODE

8 Use ∨ or ∧ to select FAX/TEL AUTO SW.

FAX/TEL AUTO SW

9 Press **Set**.

RING START TIME

10 Press **Stop** to return to standby mode.

Ex:
15:00   FaxTel

11 Confirm that FaxTel is displayed in the LCD.
   • If FaxTel is not displayed, press **Receive Mode** to select Fax/Tel Mode. After a few seconds, the LCD returns to standby mode.

Ex:
15:00   FaxTel

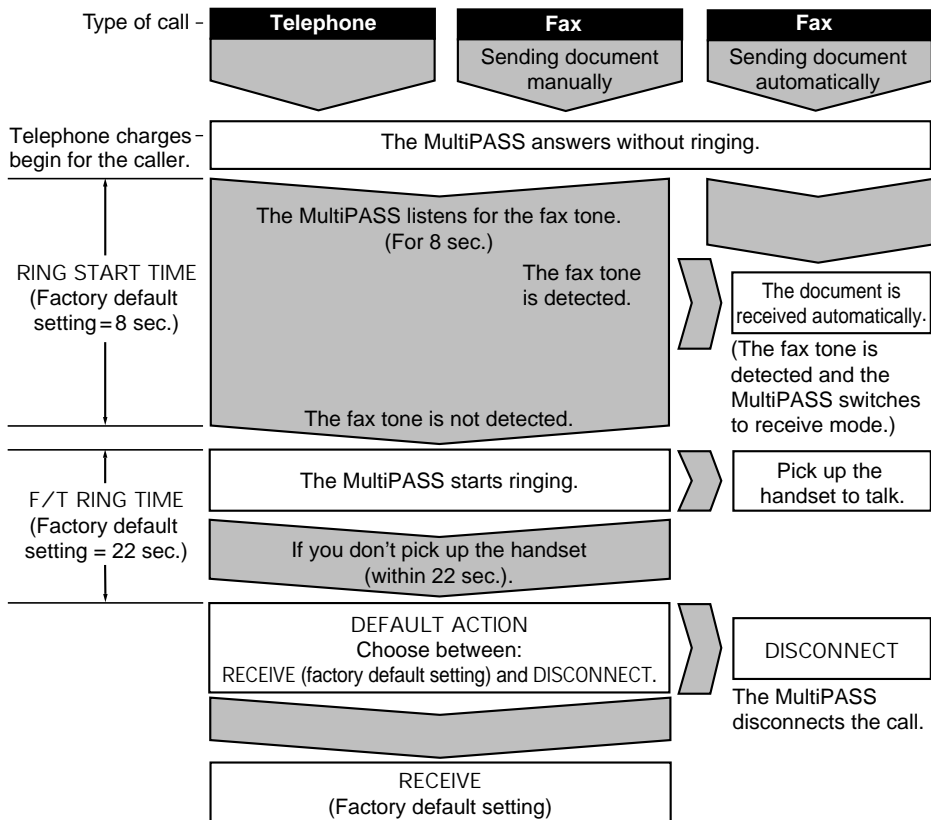## Setting the Options for Fax/Tel Mode

If you set Fax/Tel Mode, you can control precisely how the MultiPASS handles incoming calls by adjusting the following settings:

• Adjust the time the unit takes to check whether a call is from a fax machine or a telephone (RING START TIME setting).

• Adjust the length of time the unit rings when the call is a voice call (F/T RING TIME setting).

• Set whether the MultiPASS switches to receive mode after the ring time set in F/T RING TIME has elapsed (DEFAULT ACTION setting).

> **Note** You can also set these options from the MultiPASS Suite. (→ *MultiPASS Suite User's Guide*)

■ What Happens When Fax/Tel Mode is Selected

Type of call →	**Telephone**	**Fax** Sending document manually	**Fax** Sending document automatically

| Telephone charges begin for the caller. | The MultiPASS answers without ringing. |

RING START TIME (Factory default setting = 8 sec.)

The MultiPASS listens for the fax tone. (For 8 sec.)

The fax tone is detected.

The document is received automatically. (The fax tone is detected and the MultiPASS switches to receive mode.)

The fax tone is not detected.

F/T RING TIME (Factory default setting = 22 sec.)

The MultiPASS starts ringing.

Pick up the handset to talk.

If you don't pick up the handset (within 22 sec.).

DEFAULT ACTION Choose between: RECEIVE (factory default setting) and DISCONNECT.

DISCONNECT

The MultiPASS disconnects the call.

RECEIVE (Factory default setting)

Not all fax machines are capable of sending a fax tone. For those cases if you set the DEFAULT ACTION to RECEIVE, the MultiPASS switches to receive mode automatically and starts receiving the document. If no document comes in, it disconnects the call after approximately 40 seconds.

Follow this procedure to set the Fax/Tel Mode options:

1   Follow steps 1 to 9 on page 8-5.

```
RING START TIME
```

2   Press **Set**.

Ex:
```
              8SEC
```

3   Use the numeric buttons to enter the
time the unit waits before ringing when it
receives a call.

Ex:
```
              9SEC
```

  • You can select from 0 to 30 seconds.
  • The default setting is eight seconds.

4   Press **Set** twice.

```
F/T RING TIME
```

Ex:
```
             22SEC
```

5   Use the numeric buttons to enter the time
the unit rings while waiting for someone to
pick up the handset.

Ex:
```
             30SEC
```

  • You can select from 10 to 60 seconds.
  • The default setting is 22 seconds.

6   Press **Set** twice.

```
DEFAULT ACTION
```

Ex:
```
           RECEIVE
```

7   Use ∨ or ∧ to select RECEIVE or
DISCONNECT.

Ex:
```
        DISCONNECT
```

  • This setting tells the unit what to do if no one
    picks up the handset within the specified ring
    time set in step 5.
  • Select RECEIVE to receive the call, or
    DISCONNECT to disconnect the call.
  • The default setting is RECEIVE.

8   Press **Set**.

```
INCOMING RING
```

9   Press **Stop** to return to standby mode.

Ex:
```
15:00       FaxTel
```

Receiving Faxes Manually: MANUAL MODE

In MANUAL MODE, if you connect the optional handset or a telephone to your MultiPASS, you can receive voice calls as well as manually activate reception of faxes. You can activate reception from the MultiPASS or from the telephone connected to the unit (this is called *Remote receiving*).

Note
- For this mode, you need to connect the optional handset or a telephone to your unit. (→ p. 2-6)
- Make sure the REMOTE RX setting is enabled (→ p. 14-7). You can also enable this setting from the MultiPASS Suite. (→ *MultiPASS Suite User's Guide*)

Setting MANUAL MODE

Follow this procedure to set the receive mode to MANUAL MODE:

1 Press **Receive Mode** to select MANUAL MODE.
- After a few seconds, the LCD changes to this display:

```
MANUAL MODE
```

Ex:
```
15:00        Manual
```

Receiving a Fax Manually

Follow this procedure to receive a fax manually:

1 Make sure Manual is displayed in the LCD. (→ above)

Ex:
```
15:00        Manual
```

2 Make sure you have connected the optional handset or a telephone to the MultiPASS. (→ p. 2-6)

3 When you hear the optional handset or telephone ring, pick up the handset.

4 ∎ If you hear a person's voice:
Start your conversation. If the caller wants to send a fax after talking to you, ask them to press the start button on their fax machine.
When you hear a slow beep, press **Start** on the MultiPASS to begin receiving the fax. Hang up the handset.
- If the telephone is located away from your unit, dial 25 (the remote receiving ID) on your telephone and hang up.
- The MultiPASS begins receiving the fax.

∎ If you hear a slow beep tone or silence:
Someone is trying to send you a fax.
If the telephone is close to your unit, press **Start** on the MultiPASS to begin receiving the fax. Hang up the handset.
- If the telephone is located away from your unit, dial 25 (the remote receiving ID) on your telephone and hang up.
- The MultiPASS begins receiving the fax.

Note
- Be sure to hang up the handset *after* you press **Start** or dial the remote receiving ID; otherwise the call will be disconnected.
- You can change the number for the remote receiving ID (00 to 99), or disable remote receiving. (→ REMOTE RX, p. 14-7)
- The unit will beep if the handset is not hung up properly. Make sure the handset is seated properly in its cradle. If you do not want the unit to beep, disable the OFFHOOK ALARM setting. (→ p. 14-4)
- If you have an answering machine connected to your MultiPASS that can carry out remote-control operations (controlling your answering machine from a remote telephone), the security code for this function may be the same as the remote receiving ID. If so, make sure you change the MultiPASS' remote receiving ID to make it distinct from the answering machine's security code. (→ REMOTE RX ID, p. 14-7)

Receiving With an Answering Machine: ANS.MACHINE MODE

Connecting an answering machine to the MultiPASS allows you to receive faxes and telephone messages while you are out.

In ANS.MACHINE MODE, the MultiPASS allows the answering machine to answer incoming calls, then listens for the fax tone and automatically receives the fax if it detects this tone.

Setting ANS.MACHINE MODE

Note
For this mode, you need to connect an answering machine or a telephone with an answering machine to your unit. (→ p. 2-6)

Follow this procedure to set the receive mode to ANS.MACHINE MODE:

1 Press **Receive Mode** to select ANS.MACHINE MODE.

• After a few seconds, the LCD changes to this display:

```
ANS.MACHINE MODE
```

Ex:
```
15:00      AnsMode
```

Using the MultiPASS With an Answering Machine

Follow these guidelines when using the MultiPASS with an answering machine:

• Set the answering machine to answer on the first or second ring.

• When recording the outgoing message on the answering machine:

– The entire message must be no longer than 15 seconds.

– In the message, tell your callers how to send a fax. For example:

"Hello. I can't answer the phone right now, but please leave a message after the beep. I'll return your call as soon as possible. If you would like to send a fax, press the start button on your fax machine after you leave your message. Thank you."

Receiving Faxes to the MultiPASS Suite

When your PC is on, you can set the MultiPASS Suite to automatically upload incoming faxes from the MultiPASS to your PC. (→ *MultiPASS Suite User's Guide*)

When Your PC is Off

If you have set the MultiPASS Suite to upload received faxes from the MultiPASS to your PC, but your PC is off, the MultiPASS stores the received faxes in its memory. When you turn on your PC, the faxes will automatically be uploaded to your PC.

If you want to print a fax stored in memory instead of uploading it to your PC, follow this procedure:

1 Press **Function**.

2 Press **Memory Reference**.

DOC. MEMORY LIST

3 Use ∨ or ∧ to select FILE PRINT.

FILE PRINT

4 Press **Set**.
  • The MultiPASS prints all received faxes that
    were to be uploaded to your PC.

Note
  • The faxes you print are erased from memory and can no longer be transferred to the PC.
  • For your MultiPASS to receive faxes in memory, the MEMORY RX setting must be
    enabled. (→ p. 14-7)

Receiving in Colour

Your MultiPASS has been factory-set to receive faxes in colour from fax machines with colour capability. When receiving a fax, your MultiPASS detects if the incoming fax is a colour or black & white transaction, and prints the fax accordingly.

For automatic printing of received colour faxes, you need to have the Colour or Photo BJ cartridge installed in your unit. If you have the Black BJ cartridge installed, the MultiPASS will receive the colour fax in memory. Once received, the LCD will alternate REC'D IN MEMORY and INSTALL BC-33.

Replace the Black BJ cartridge with the Colour BJ cartridge (→ p. 12-12). The unit then prints automatically the colour fax stored in memory.

Setting Colour Reception

Your MultiPASS is factory-set to receive in colour when you receive colour faxes from fax machines that have colour capability.

Follow this procedure to disable or enable colour reception:

1 Press **Function**.

2 Press **Data Registration**.

DATA REGSTRATION

3 Press **Set**.

USER SETTINGS

4 Use ∨ or ∧ to select RX SETTINGS.

RX SETTINGS

5 Press **Set**.

ECM RX

6 Use ∨ or ∧ to select COLOUR RX.

COLOUR RX

7 Press **Set**.

Ex:

ON

8 Use ∨ or ∧ to select OFF or ON.

Ex:

OFF

9 Press **Set**.

PRINTER SETTINGS

10 Press **Stop** to return to standby mode.

Ex:

15:OO   FaxOnly

Receiving While Performing Other Tasks

Since the MultiPASS is a multitasking device, it can receive faxes and voice calls while you are performing other tasks.

If you receive a fax while you are performing certain tasks, the MultiPASS stores the incoming fax in memory. Then, as soon as you finish your task, the MultiPASS automatically prints the fax.

Receiving Faxes in Memory When a Problem Occurs

If the MultiPASS encounters a problem when it is receiving a fax, the unit automatically stores the unprinted pages of the fax in memory, and the LCD displays REC'D IN MEMORY as well as one or more messages. For an explanation of the message(s) and details on the action to take, → p. 13-5.

Note
- The MultiPASS memory can store up to approximately 416 pages.*
- You can set the MultiPASS not to store faxes in memory if a problem occurs during reception. (→ MEMORY RX, p. 14-7)
- Once the pages are printed, they are deleted from memory.
- If the memory becomes full, you will not be able to receive the remaining pages. Contact the other party and ask them to resend the remainder of the fax.

Cancelling Receiving

Follow this procedure if you want to stop receiving a fax before reception is completed:

1 Press **Stop**.
- The MultiPASS asks you to confirm that you want to cancel.

```
CANCEL? ✷YES  #NO
```
```
YES=(✷)  NO=(#)
```

2 Press ✷ to cancel receiving.
- Receiving is not cancelled until you press ✷.
- If you change your mind and want to continue receiving, press **#**.

```
TX/RX CANCELLED
```
Ex:
```
TX/RX NO.   5OO3
```

---

*Based on Canon FAX Standard Chart No. 1, standard mode.

Telstra FaxStream™ Duet (Australia Only)

In Australia, Telstra offers the FaxStream™ Duet capability. This service allows you to assign two numbers to your line: one for fax and one for telephone. When the fax number is called, the network sends a specific ring tone which your unit recognises and automatically handles as a fax call. If the telephone number is called, a different ring tone is sent out from the network so that the call is handled as a voice call. This means that there is no switching delay at the caller's end.

- Triple ring (short-short-short) for fax receiving.
  Three short rings, at regular intervals.

- Any ring except triple ring (depending on your switchboard) for telephone conversation.

Note You can also set the MultiPASS for Telstra's FaxStream™ Duet service from the MultiPASS Suite. (→ *MultiPASS Suite Software User's Guide*)

Contact Telstra for connection information.

Setting the MultiPASS for Network Switch

Follow this procedure to set the receive mode to NET SWITCH:

1 Press **Function**.

2 Press **Data Registration**.

DATA REGSTRATION

3 Press **Set**.

USER SETTINGS

4 Use ∨ or ∧ to select RX SETTINGS.

RX SETTINGS

5 Press **Set**.

ECM RX

6 Use ∨ or ∧ to select RX MODE.

RX MODE

7 Press **Set**.

Ex: FAX ONLY MODE

8 Use ∨ or ∧ to select NET SWITCH.

NET SWITCH

9 Press **Set**.

<div style="border:1px solid">INCOMING RING</div>

10 Press **Stop** to return to standby mode.

Ex: <div style="border:1px solid">15:OO   NET SW.</div>

> **Note** When the RX MODE setting is set to NET SWITCH, no other receive mode can be selected with the **Receive Mode** button.

Network Switch System Operation

The procedure for using the network switch system is almost the same as when using the MultiPASS over a normal telephone line. When you receive calls, however, the unit will respond slightly differently as described below:

When you hear the telephone call ring pattern:
Pick up the handset and talk normally. If you hear a slow beep, it means the call is from a fax machine trying to send a fax. Press **Start** to receive the fax. If you do not pick up the handset, the unit continues to ring until the other party hangs up. If an answering machine is connected, it takes over the call.

When you hear the fax call ring pattern (triple ring):
After the unit rings, it receives the document automatically.

Telecom FaxAbility (New Zealand Only)

In New Zealand, Telecom N.Z. offers the FaxAbility capability. This service allows you to assign two numbers to your line: one for fax and one for telephone. When the fax number is called, the network sends a specific ring tone which your unit recognises and automatically handles as a fax call. If the telephone number is called, a different ring tone is sent out from the network so that the call is handled as a voice call. This means that there is no switching delay at the caller's end.

✎ You can also set the MultiPASS for Telecom's FaxAbility service from the MultiPASS Suite.
Note (→ *MultiPASS Suite Software User's Guide*)

Contact Telecom for connection information.

Setting the MultiPASS for Network Switch

Follow this procedure to set the receive mode to NET SWITCH:

1 Press **Function**.

2 Press **Data Registration**.

DATA REGSTRATION

3 Press **Set**.

USER SETTINGS

4 Use ∨ or ∧ to select RX SETTINGS.

RX SETTINGS

5 Press **Set**.

ECM RX

6 Use ∨ or ∧ to select RX MODE.

RX MODE

7 Press **Set**.

Ex:

FAX ONLY MODE

8 Use ∨ or ∧ to select NET SWITCH.

NET SWITCH

9 Press **Set**.

INCOMING RING

10 Press **Stop** to return to standby mode.

Ex:

15:OO   NET SW.

✏ **Note** When the RX MODE setting is set to NET SWITCH, no other receive mode can be selected with the **Receive Mode** button.

Network Switch System Operation

The procedure for using the network switch system is almost the same as when using the MultiPASS over a normal telephone line. When you receive calls, however, the unit will respond slightly differently as described below:

When you hear the telephone call ring pattern:
Pick up the handset and talk normally. If you hear a slow beep, it means the call is from a fax machine trying to send a fax. Press **Start** to receive the fax. If you do not pick up the handset, the unit continues to ring until the other party hangs up. If an answering machine is connected, it takes over the call.

When you hear the fax call ring pattern:
After the unit rings, it receives the document automatically.

Chapter 9
Special Features

Special Dialling

Dialling an Overseas Number (With Pauses)

When you dial or register an overseas number, you may need to insert a pause within and/or after the number. The length and location of the pause depends on the telephone system of your country.

Follow this procedure to dial an overseas number with pauses:

1 Open the document tray.

2 Adjust the document feed lever for the document you are loading. (→ p. 4-2)

3 Prepare the document and load it, face down, in the ADF. (→ p. 4-4)
  - For colour sending, press **Colour/B&W** to turn on its light. (→ p. 7-2)
  - To adjust the resolution and contrast, → pp. 7-3, 7-4.

MEMORY USED 0%

(Currently used memory)

DOCUMENT READY

(Standby to scan)

4 Use the numeric buttons to dial the international access code.
  - If you enter the wrong number, press **Stop**, then enter the correct number.
  - For details on international access codes, contact your local telephone company.

Ex:

TEL=   OO

5 If necessary, press ○●**/Pause** to enter a pause.
  - A pause entered within a number (p) is two seconds* long.
  - For a longer pause, press ○●**/Pause** again for another two-second* pause. Alternatively, you can change the length of the pause. (→ MID PAUSE SET, p. 14-6)

Ex:

TEL=   OOP

*Four seconds in the UK and Hong Kong.

6 Use the numeric buttons to dial the country code, the area code, and the fax/telephone number of the other party.

• If you enter the wrong number, press **Stop** and start again from step 4.

Ex:

```
TEL=   00p811234
```

7 If necessary, press ◯●/**Pause** to enter a pause.

• A pause at the end of a number (P) is fixed to ten seconds.

Ex:

```
TEL= 00p811234P
```

8 Press **Start** to begin scanning for sending.

• To cancel the transmission once dialling has started, press **Stop** then ✳. (→ p. 7-9)

📝 **Note** To take advantage of the speed dialling features of your MultiPASS, register frequently used overseas numbers for one-touch or coded speed dialling. (→ pp. 6-3, 6-6)

Switching Temporarily to Tone Dialling

Many information services for banks, airline reservations, hotel reservations, etc., require tone dialling for their services. If your MultiPASS is connected to a rotary pulse line, follow this procedure to set the unit temporarily for tone dialling:

1 Open the document tray.

2 Press **Hook**.
   • Instead of pressing **Hook**, you can also lift the handset if you have connected the optional handset or a telephone to your unit.

```
TEL=
```

3 Use the numeric buttons to dial the telephone number of the information service.
   • The unit connects using the pulses required by your telephone line.

Ex:
```
TEL=      7654321
```

4 When the recorded message of the information service answers, press **Function**.

5 Press **Tone/+** to switch to tone dialling.
   • When **Tone/+** is pressed, T is displayed in the LCD.
   • If you pressed **Hook** in step 1, you can pick up the handset if you need to talk to the other party.

Ex:
```
TEL=      7654321T
```

6 Use the numeric buttons to enter the numbers requested by the information service.
   • Numbers entered after pressing **Tone/+** will be dialled using tone dialling.

Ex:
```
TEL=7654321T✳34
```

7 When you have finished, press **Hook** to disconnect the call.
   • If you used the handset, hang up to disconnect the call.
   • Tone dialling is cancelled when you disconnect the call.

Confirming a Dial Tone*

This feature allows you to set your MultiPASS to listen for and detect a dial tone in the middle of a fax/telephone number before dialling the rest of the number. This is called *Dial tone detection*.

Use this feature only when you register a number for speed dialling.

Note For details on registering numbers for speed dialling, → Chapter 6.

Follow this procedure for dial tone detection:

1 During speed dialling registration, when you come to the step that requires you to enter the fax/telephone number, use the numeric buttons to enter the first part of the number before dial tone detection is required.

Ex: | TEL=345_ |

2 Press **Function**.

3 Press **D.T.** for dial tone detection.
 • A small dot shows where the unit will wait for the dial tone.

Ex: | TEL=345•_ |

4 Use the numeric buttons to enter the rest of the number.

*This feature is not available in the UK, Ireland, Hong Kong, Australia, New Zealand, Singapore, or Malaysia.

Restricting Use of Your MultiPASS

By enabling the restriction feature of your MultiPASS, you can prevent unauthorised people from making calls and sending faxes.

Enabling Restriction of Your MultiPASS

To restrict use of your MultiPASS, you need to enable the LOCK PHONE setting. To prevent access to the LOCK PHONE setting, you need to register a password.

Follow this procedure to set the PASSWORD and LOCK PHONE settings:

1   Press **Function**.

2   Press **Data Registration**.

DATA REGSTRATION

3   Press **Set**.

USER SETTINGS

4   Use ∨ or ∧ to select SYSTEM SETTINGS.

SYSTEM SETTINGS

5   Press **Set** three times.

UN/LOCK PHONE

PASSWORD

PASSWORD   _

6   Use the numeric buttons to enter a four-digit password.

Ex:
PASSWORD   1234

7   Press **Set** twice.

LOCK PHONE

OFF

8   Use ∨ or ∧ to select ON.

ON

9   Press **Set**.

DATE SETUP

10 Press **Stop** to return to standby mode.

Ex:

15:OO   FaxOnly

Restriction of your MultiPASS is now enabled. No one can make calls or send faxes. (This setting does not restrict incoming calls or faxes.)

Cancelling Restriction of Your MultiPASS

If you have previously set a password and enabled the LOCK PHONE setting, follow this procedure to cancel restriction of your MultiPASS:

1 Press **Function**.

2 Press **Data Registration**.

DATA REGSTRATION

3 Press **Set**.

USER SETTINGS

4 Use ∨ or ∧ to select SYSTEM SETTINGS.

SYSTEM SETTINGS

5 Press **Set** twice.

UN/LOCK PHONE

PASSWORD   _

6 Use the numeric buttons to enter the four-digit password you previously registered.

PASSWORD

7 Press **Set** four times.

PASSWORD

Ex:

PASSWORD   1234

LOCK PHONE

ON

8 Use ∨ or ∧ to select OFF.

OFF

9 Press **Set**.

DATE SETUP

10 Press **Stop** to return to standby mode.

Ex: 15:OO   FaxOnly

Restriction of the unit is disabled. Anyone can make calls or send faxes.

Chapter 10

Making Copies

Making Copies

Documents You Can Copy

For information on the types of documents you can copy, their requirements, and details on loading documents, → Chapter 4.

Copying Documents

One of the MultiPASS' convenient features is its ability to make high-quality black & white and colour copies.

Follow this procedure to make copies:

1 Open the document tray.

2 Adjust the document feed lever for the document you are loading. (→ p. 4-2)

3 Prepare the document and load it, face down, in the ADF. (→ p. 4-4)

MEMORY USED 0%

(Currently used memory)

DOCUMENT READY

(Standby to scan)

4 Press **Copy**.

COPY   100%   01

5 ▌ For colour copying:
Press **Colour/B&W** to turn on its light, then press **Image Quality** to select the image quality setting you want.

Ex: | COLOUR DRAFT |
|---|

• You can select from the following:
  – PLAIN PAPER
    For colour copying on plain paper.
  – HIGH RES. PAPER
    For colour copying on high-resolution paper.
  – COLOUR SNAPSHOT
    For copying colour photos that are less than 102 mm wide. Use high-resolution paper with this setting.
  – COLOUR DRAFT
    For high-speed colour copying at a lower resolution.
• If you have the Photo BJ cartridge installed, you can only select HIGH RES. PAPER and COLOUR SNAPSHOT.

■ For black & white copying:
Make sure the **Colour/B&W** button's light is off, then press **Image Quality** to select the image quality setting you want.

Ex: | B&W TEXT |

- If the **Colour/B&W** button's light is on, press **Colour/B&W** to turn it off.
- You can select from the following:
  – B&W TEXT
    Suitable for most text documents.
  – B&W PHOTO
    Suitable for documents that contain photographs.

6 To make a reduction or enlargement of your document, press **Function**, then use ∨ or ∧ to select the percentage you want.

Ex: | COPY   80%   01 |

- You can select from the following:
  – 70%
  – 80%
  – 90%
  – 100%
  – 150% (COLOUR SNAPSHOT mode only)
  – 200% (COLOUR SNAPSHOT mode only)
  (Please note that although you can select 150% and 200% in other modes, you can only make enlargements in COLOUR SNAPSHOT mode.)

7 If you want to make multiple black & white copies, use the numeric buttons to enter the number of copies.

Ex: | COPY   80%   05 |

- You can make up to 99 black & white copies.
- You can only make one colour copy at a time.

8 Press **Start** to begin copying.

| COPY |

- To stop copying, press **Stop**. You may then need to open the operation panel to remove the document. (→ p. 13-3)

Note
- You will be unable to make multiple copies if MEMORY FULL appears in the LCD. Print or delete any documents stored in memory (→ pp. 7-17, 7-19, 8-11, 8-13) to free up space in the MultiPASS' memory, then start again. Also, if you are copying multiple pages with many graphics, separate the pages into smaller stacks or make the desired number of copies one at a time as needed.
- You can also adjust the scanning contrast of documents you are copying. (→ p. 7-4)

Setting the Length of the Bottom Margin

You can adjust the length of the bottom margin for colour copying and colour reception.
The default margin length is NORMAL (26 mm).

Follow this procedure to set the length of the bottom margin:

1 Press **Function**.

2 Press **Data Registration**.

DATA REGSTRATION

3 Press **Set**.

USER SETTINGS

4 Use ∨ or ∧ to select PRINTER SETTINGS.

PRINTER SETTINGS

5 Press **Set**.

RX REDUCTION

6 Use ∨ or ∧ to select BOTTOM MARGIN.

BOTTOM MARGIN

7 Press **Set**.

Ex: NORMAL

8 Use ∨ or ∧ to select the length of the bottom margin for colour copying and colour reception.

Ex: SMALLER

    • You can select from the following:
      – NORMAL
        The bottom margin is 26 mm (larger than the bottom margin of a black & white printed page).
      – SMALLER
        The bottom margin is 7 mm (same length as the bottom margin of a black & white printed page).

9 Press **Set**.

PHOTO INK PRINT

10 Press **Stop** to return to standby mode.

Ex: 15:OO   FaxOnly

10-4   Making Copies   Chapter 10

Chapter 11

Reports and Lists

Reports and Lists

Summary of Lists and Reports

The table below shows the lists and reports that can be printed from your MultiPASS. Refer to the pages indicated for more details.

Report or List	Description	Details
USER'S DATA LIST	Lists the current settings of your MultiPASS and the registered sender information.	p. 3-9
ACTIVITY REPORT	Shows recent facsimile transactions performed by your MultiPASS. You can enable or disable automatic printing of this report after every 20 transactions. You can also manually set the MultiPASS to print it.	p. 11-3 p. 14-5
TX (Transmission) REPORT	Prints after transmission of a document. You can enable or disable this feature, or set the MultiPASS to print a report only when an error occurs. You can also set the MultiPASS to print the first page of the document under the transmission report to remind you of the contents of the document.	p. 11-4 p. 14-5
RX (Reception) REPORT	Prints after reception of a document. You can enable or disable this feature, or set the MultiPASS to print a report only when an error occurs.	p. 11-5 p. 14-5
MULTI TX/RX (Transaction) REPORT	Prints after sequential broadcasting of a document.	p. 11-5
DOC. MEMORY LIST	Lists the documents currently stored in the MultiPASS' memory.	p. 7-16
MEMORY CLEAR REPORT	Prints automatically when power is restored to the MultiPASS after a power cut. Lists the documents deleted from memory.	p. 13-26
1-TOUCH SPD DIAL LIST	Lists the numbers and names registered under one-touch speed dialling buttons.	p. 6-13
CODED SPEED DIAL LIST	Lists the numbers and names registered under coded speed dialling codes.	p. 6-13
GROUP DIAL LIST	Lists groups registered under one-touch speed dialling buttons and coded speed dialling codes.	p. 6-13

ACTIVITY REPORT

The MultiPASS is factory-set to automatically print an ACTIVITY REPORT after every 20 transactions. If you want to print an ACTIVITY REPORT before it is automatically printed, follow this procedure:

Note If you prefer the MultiPASS not to print an ACTIVITY REPORT after every 20 transactions, disable the AUTO PRINT setting. (→ p. 14-5)

1 Press **Function**.

2 Press **Report**.

ACTIVITY REPORT

3 Press **Set**.
 • The MultiPASS prints an ACTIVITY REPORT.

PRINTING REPORT

Transactions in an ACTIVITY REPORT are listed chronologically.

27/12 2001 15:00 FAX 123 4567		CANON				☑ 001

```
        ****************************
        ***   ACTIVITY REPORT   ***
        ****************************
```

ST. TIME	CONNECTION TEL	CONNECTION ID	NO.	MODE		PGS.	RESULT	
*27/12 13:43	905 795 1111	Canon CANADA	5001	AUTO RX	ECM	1	OK	00'33
*27/12 13:45	905 795 1111	Canon CANADA	5002	AUTO RX	ECM	1	OK	00'24
*27/12 13:51	03 3758 2111	Canon TOKYO	0001	B'CAST	ECM	3	OK	01'18
*27/12 14:05	2 887 0166	Canon AUSTRALIA	0001	B'CAST	ECM	3	OK	01'18
*27/12 14:10	905 795 1111	Canon CANADA	5003	AUTO RX	ECM	1	OK	00'18
*27/12 14:16	2 887 0166	Canon AUSTRALIA	5004	AUTO RX	ECM	4	OK	03'59
*27/12 14:27	20 545 8545	Canon EUROPA	0002	TRANSMIT	COL	1	OK	01'20
*27/12 14:30	20 545 8545	Canon EUROPA	0003	TRANSMIT	COL	1	OK	04'12
27/12 14:53	03 3758 2111	Canon TOKYO	5005	AUTO RX	ECM	1	OK	01'16
27/12 14:57	2 887 0166	Canon AUSTRALIA	0004	TRANSMIT	COL	3	NG	01'25
						3	STOP	
27/12 14:59	1 432 2060	CANON OPTICS	0005	TRANSMIT	COL	0	NG	00'01
						0	#018	

TRANSACTION (TX/RX) NUMBER
TRANSACTION MODE
COLOUR TRANSACTION
ERROR CORRECTION MODE TRANSACTION
ERROR PAGE
ERROR CODE (→ p. 13-5)
Stop PRESSED DURING TRANSACTION
TRANSACTION DURATION

INDICATES AN
ENTRY THAT HAS
APPEARED ON A
PREVIOUS REPORT.

TX (Transmission) REPORT

The MultiPASS is factory-set to print a TX (transmission) REPORT only when an error occurs during sending. To change this setting, → TX REPORT, p. 14-5.

If you set the MultiPASS to print a report, a TX REPORT or an ERROR TX REPORT, similar to the ones below, will be printed depending on the setting you select.

```
27/12 2001  14:59  FAX 123 4567              CANON                          ☑ 001

                            *********************
                            ***   TX REPORT   ***
                            *********************


             TRANSMISSION OK

             TX/RX NO                    0003 :COLOUR TX
             CONNECTION TEL                  1 432 2060
```

```
27/12 2001  14:59  FAX 123 4567              CANON                          ☑ 001

                        ***************************
                        ***  ERROR TX REPORT  ***
                        ***************************


             TX FUNCTION WAS NOT COMPLETED

             TX/RX NO                    0004
             CONNECTION TEL                        20 545 8545
             CONNECTION ID               Canon EUROPA
             ST. TIME                    27/12 14:59
             USAGE T                     00'18
             PGS. SENT                   1
             RESULT                      NG
```

●

THE SLEREXE COMPANY LIMITED

SAPORS LANE•BOOLE•DORSET•BH25 8ER

TELEPHONE BOOLE (945 13) 51617 – FAX 123456

Our Ref. 350/PJC/EAC   27 December, 2001

Dr. P. N. Cundall,
Mining Surveys Ltd.,
Holroyd Road,
Reading,
Berks.

":COLOUR TX" INDICATES A COLOUR TRANSMISSION.

OK: TRANSMISSION SUCCESSFUL
NG: SOME OR NO PAGES SENT

NUMBER OF PAGES SENT

TRANSMISSION DURATION

TRANSMISSION TIME

IF YOU ENABLE THE PRINT WITH IMAGE SETTING (→ p. 14-5), THE FIRST PAGE OF THE FAX WILL PRINT ON THE REPORT TO REMIND YOU OF THE CONTENTS OF THE FAX (BLACK & WHITE FAXES ONLY).

MULTI TX/RX (Transaction) REPORT

If the transmission was a sequential broadcast, a MULTI TX/RX (transaction) REPORT, similar to the one below, will be printed.

```
27/12 2001  17:23  FAX 123 4567              CANON                           ☒ 001

                          ******************************
                          ***   MULTI TX/RX REPORT   ***
                          ******************************


      TX/RX NO               0054
      PGS.                      1
      TX/RX INCOMPLETE       –––––
      TRANSACTION OK         [   01]905 795 1111          Canon CANADA
                             [ ✳ 01]03 3758 2111          Canon TOKYO
                             [ ✳ 02]1 49 39 25 25         Canon FRANCE
      ERROR INFORMATION      –––––
```

RX (Reception) REPORT

The MultiPASS is factory-set not to print an RX (reception) REPORT even if an error occurs during reception. To change this setting, → RX REPORT, p. 14-5.

If you set the MultiPASS to print a report, an RX REPORT, similar to the one below, will be printed.

```
27/12 2001  14:59  FAX 123 4567              CANON                           ☒ 001

                          *********************
                          ***   RX REPORT   ***
                          *********************

      RECEPTION OK

      TX/RX NO               5004 :COLOUR RX
      CONNECTION TEL                 905 795 1111
      CONNECTION ID          Canon CANADA
      ST. TIME               27/12    14:59
      USAGE T                01'59
      PGS.                      4
      RESULT                 OK
```

OK: RECEPTION SUCCESSFUL
NG: SOME OR NO PAGES RECEIVED

NUMBER OF PAGES RECEIVED

RECEPTION DURATION

RECEPTION TIME

":COLOUR RX" INDICATES A
COLOUR RECEPTION.

Chapter 12

Maintenance

Maintenance

Periodic Cleaning

Your MultiPASS requires little periodic maintenance. This section describes the necessary cleaning procedures for your MultiPASS. Please note the following before cleaning your unit:

• Be sure to disconnect the power cord before cleaning the MultiPASS. Since documents in memory are erased when the power is disconnected, print any documents stored in memory before disconnecting the power cord. (→ pp. 7-17, 8-11, 8-13)

• Do not use tissue paper, paper towels, or similar materials for cleaning; they can stick to the components or generate static charges.

⚠ **CAUTION** **Never use volatile liquids such as thinners, benzene, acetone, or any other chemical cleaner to clean the interior of the MultiPASS; these can damage the MultiPASS components.**

Cleaning the MultiPASS′ Exterior

Follow this procedure to clean the MultiPASS′ outer casing:

1 Disconnect the power cord from the MultiPASS.

2 Wipe the MultiPASS′ exterior with a clean, soft, lint-free cloth moistened with water or diluted dishwashing detergent solution.

3 When you are finished, reconnect the power cord.

Cleaning the MultiPASS′ Interior

Cleaning Inside the Printer Cover

To prevent ink spots and paper dust from accumulating inside the MultiPASS and affecting print quality, clean the unit's print area periodically.

Follow this procedure to clean inside the MultiPASS:

1 Disconnect the power cord from the MultiPASS.

2 Open the document tray.

3 Lift the handle to open the printer cover.
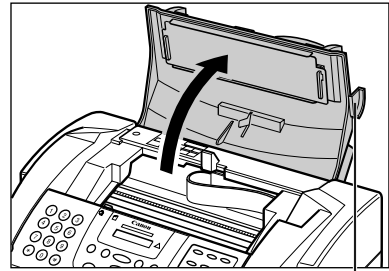
HANDLE

⚠ **CAUTION** **Do not touch the components shown or any metal parts since this may adversely affect operation of the unit and/or affect print quality.**
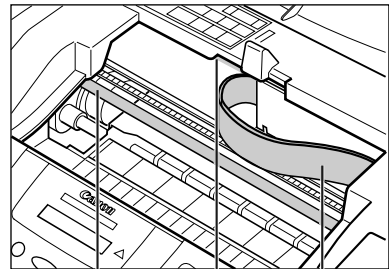
ROUND SHAFT

GUIDE RAIL

RIBBON CABLE

4 Use a clean, soft, dry, lint-free cloth to remove any ink or paper debris from the unit's interior (shaded area), especially around the platen.

  • Be careful not to touch the BJ cartridge or its holder.
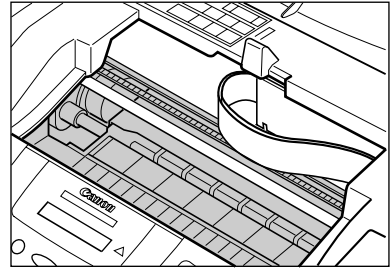
5 When you are finished, close the printer cover.

6 Close the document tray.

7 Reconnect the power cord.

Cleaning the Scanner Components

Follow this procedure to periodically check and clean the scanner components:

1 Disconnect the power cord from the MultiPASS.

2 Open the document tray.

3 Open the operation panel partially by gently pulling it towards you.
  • It only opens slightly.
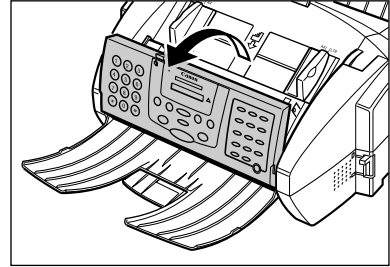
4 While holding the operation panel open, clean these components:
  ▌ Separation guide and separation roller
    Wipe with a clean, soft, dry, lint-free cloth.
  ▌ White sheet and scanning glass
    Wipe with a clean, soft, lint-free cloth moistened with water, then wipe with a clean, soft, dry, lint-free cloth.

  Note • If the scanner components are dirty, the documents you send or copy will also be dirty.
    • Be sure to use a soft cloth to avoid scratching the components.

  CAUTION **Do not use tissue paper, paper towels, or similar materials for cleaning; they can stick to the components or generate static charges.**
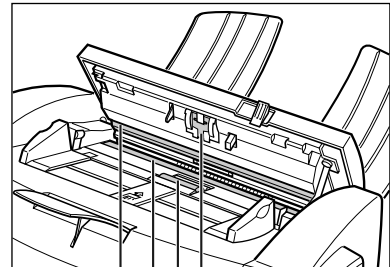
SEPARATION GUIDE

SEPARATION ROLLER

SCANNING GLASS

WHITE SHEET

5 Clean the shaded areas of the operation panel.
- Dirt and dust particles that collect on the underside of the operation panel affect the quality of the documents you copy or send.

6 Use a clean, soft, dry, lint-free cloth to wipe up paper dust from the areas (shaded) surrounding the separation roller.
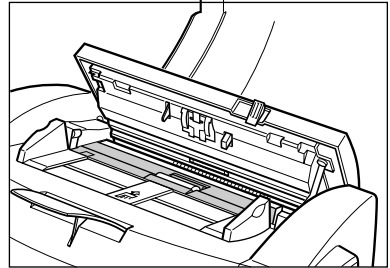
7 When you are finished, close the operation panel by pressing it down from the centre.
- Be sure to close the operation panel until it locks into place, or the unit will not function properly.

8 Close the document tray.

9 Reconnect the power cord.

Cleaning the Rollers

You may need to clean the MultiPASS' rollers after using a package of high resolution paper. This process removes paper dust from the unit's rollers, preventing paper feed problems. For details, → p. 5-10.

BJ Cartridge

BJ Cartridges and BJ Tanks

A BJ cartridge is made up of a "holder" that contains the print head unit, and different colour BJ ink tanks that are placed inside the "holder." You can replace individual BJ tanks as they run out.

You can purchase the following BJ cartridges and tanks for use with your MultiPASS. Contact your local authorised Canon dealer.

📝 **Note** For optimum printing results and to avoid printing problems, Canon recommends that you only use the Canon BJ cartridges and tanks described in this guide.

■ BC-33e Colour BJ Cartridge

Prints in colour and monochrome. It contains four BJ tanks: Black, cyan, magenta, and yellow.

YELLOW BJ TANK (BCI-3eY)

MAGENTA BJ TANK (BCI-3eM)

CYAN BJ TANK (BCI-3eC)

BLACK BJ TANK (BCI-3eBK)
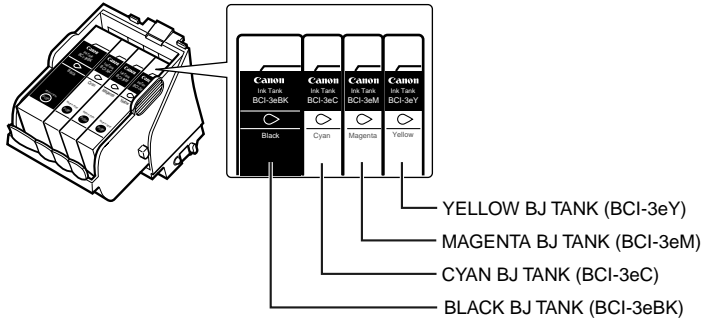
■ BC-34e Photo BJ Cartridge

Prints photo-realistic images in colour. It contains four BJ tanks: Photo black, photo cyan, photo magenta, and yellow.

YELLOW BJ TANK (BCI-3eY)

PHOTO MAGENTA BJ TANK (BCI-3ePM Photo)

PHOTO CYAN BJ TANK (BCI-3ePC Photo)

PHOTO BLACK BJ TANK (BCI-3ePBK Photo)
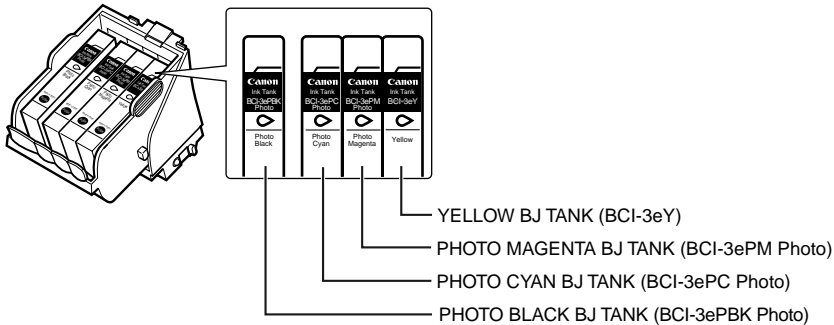
■ BC-30e Black BJ Cartridge

Prints in monochrome. It contains one black BJ tank.

BLACK BJ TANK (BCI-3eBK)
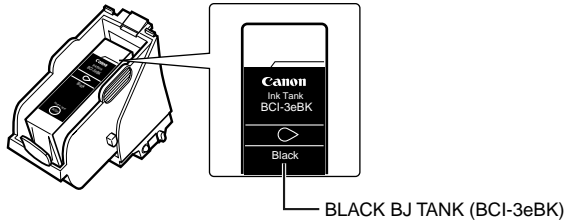
When to Replace a BJ Cartridge or BJ Tank

How frequently you need to replace a BJ cartridge or tank depends on how you use your MultiPASS. If you print many graphics, halftones, or greyscales, you will need to replace them more often than if you print mainly text.

In general, you will need to replace a BJ cartridge in the following situations:
• If you have been using a BJ cartridge for over a year.
• If your printed output is not crisp and clear or has gaps in the characters (missing dots).
• If the BJ tanks have ink in them but your colour printouts appear to be missing a colour.

In general, you will need to replace a BJ tank in the following situations:
• If you have been using a BJ tank for over six months.
• If your output is blank.
• If your printouts appear to be missing a colour.
• If one of the messages below appears in the LCD:
  C INK EMPTY (Cyan BJ tank is empty.)
  M INK EMPTY (Magenta BJ tank is empty.)
  Y INK EMPTY (Yellow BJ tank is empty.)
  K INK EMPTY (Black BJ tank is empty.)
  If more than one BJ tank is empty, several letters may appear (e.g. C Y INK EMPTY).

If one or more of the above messages appear in the LCD, replace the BJ cartridge or tank(s) as described later in this chapter. If no messages appear, refer to the flow chart on the next page to determine the problem.

1 Print the nozzle check pattern. (→ p. 12-10)

Satisfactory →

2 There is no problem with the BJ cartridge or tanks. Try adjusting the print settings. (→ *MultiPASS Suite User's Guide*)

Unsatisfactory

2 Perform normal print head cleaning (HEAD CLEANING setting). (→ p. 12-11)
- You can clean the print head up to five consecutive times if necessary.

3 Print the nozzle check pattern again. (→ p. 12-10)

Satisfactory →

You should now be able to print properly.

Unsatisfactory

4 Perform deep print head cleaning (HEAD REFRESHING setting). (→ p. 12-11)

5 Print the nozzle check pattern again. (→ p. 12-10)

Satisfactory →

You should now be able to print properly.

Unsatisfactory

6 Replace the BJ cartridge or tank(s). (→ pp. 12-12, 12-18)
- After replacing the BJ cartridge, be sure to align the print head. (→ p. 12-16)

Note
- To help ensure the maximum life of your BJ cartridges, always follow the guidelines for cartridge maintenance. (→ p. 2-13)
- For optimum printing results and to avoid printing problems, Canon recommends that you only use the Canon BJ cartridges and tanks described in this guide.
- For BJ cartridge yields, → p. A-4.

Maintenance

Testing and Cleaning the BJ Cartridge Print Head

The print head in the BJ cartridge contains nozzles through which ink is propelled onto the paper. To maintain the best possible print quality, these nozzles need to be cleaned from time to time. Your MultiPASS is equipped with a print head cleaning function that does this.

Printing the Nozzle Check Pattern

Before cleaning the print head, you may want to print the nozzle check pattern to test the print head of the BJ cartridge installed in the MultiPASS. This test shows if each print head nozzle is operating properly.

Refer to the flow chart (→ p. 12-9) for the correct order of testing and cleaning the BJ cartridge print head.

Follow this procedure to print the nozzle check pattern:

1 Press **Function**.

2 Press **Cleaning**.

```
NOZZLE CHECK
```

3 Press **Set**.
   • The MultiPASS prints the nozzle check pattern.

When the Colour BJ cartridge is installed, the pattern includes all four colours; yellow, magenta, cyan, and black.

Nozzle Check Pattern
If the pattern is broken, missing, or a specific colour is not printed, clean the BJ cartridge print head. (→ p. 12-11)

BJ Cartridge Print Head Position
If these vertical lines are misaligned, align the print head. (→ p. 12-16)
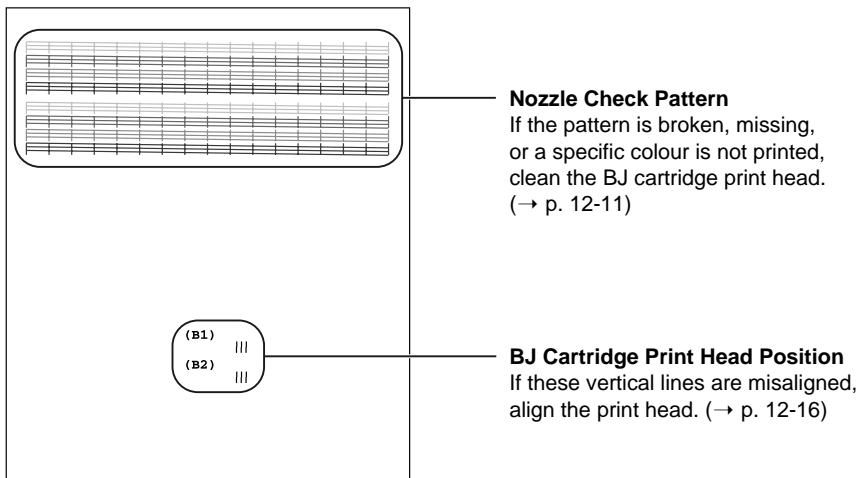
Note Print the nozzle check pattern again after cleaning the BJ cartridge print head to check if cleaning corrected the problem.

Cleaning the BJ Cartridge Print Head

If your printouts become faint or streaked, or if their quality otherwise deteriorates, print the nozzle check pattern to see if the print head nozzles are operating properly (→ p. 12-10). If the pattern is broken, missing, or a specific colour is not printed, clean the BJ cartridge print head.

There are two print head cleaning procedures: normal (HEAD CLEANING setting) and deep (HEAD REFRESHING setting). Always perform normal print head cleaning first, and if this does not correct the problem, perform deep print head cleaning.

Refer to the flow chart (→ p. 12-9) for the correct order of testing and cleaning the BJ cartridge print head.

Note • To maintain the best possible print quality, clean the BJ cartridge print head from time to time.
• Cleaning the print head consumes a small amount of ink. Cleaning too often reduces the amount of ink in the BJ tanks.
• If your printing is faint, you can often correct the problem by adjusting the print settings. (→ *MultiPASS Suite User's Guide*)

Follow this procedure to clean the BJ cartridge print head:

1 Press **Function**.

2 Press **Cleaning**.

NOZZLE CHECK

3 Use ∨ or ∧ to select HEAD CLEANING (normal print head cleaning) or HEAD REFRESHING (deep print head cleaning).
• For details, → above.

Ex: HEAD CLEANING

4 Press **Set**.
• The MultiPASS cleans the print head.

Note • You can perform normal print head cleaning (HEAD CLEANING) up to five consecutive times if necessary.
• After cleaning, print the nozzle check pattern to check if cleaning corrected the problem. (→ p. 12-10)
• If cleaning does not improve print quality, replace the BJ cartridge (→ p. 12-12) or tank(s). (→ p. 12-18)

Replacing the BJ Cartridge

This section describes how to replace the BJ cartridge. Before replacing the BJ cartridge, be sure to read the section *When to Replace a BJ Cartridge or BJ Tank*. (→ p. 12-8)

Note
- The procedure explained here is the same for replacing an old BJ cartridge with a new one, or simply exchanging the BJ cartridge for one of the optional BJ cartridges.
- Do not replace the BJ cartridge while the MultiPASS is printing or performing another operation.

Follow this procedure to replace the BJ cartridge:

1 Make sure the MultiPASS is plugged in.

2 Open the document tray.

3 Lift the handle to open the printer cover.
- The cartridge holder automatically moves to the centre of the unit.

CAUTION
- **Do not try to manually move or stop the cartridge holder since this may damage the unit.**
- **Do not touch the components shown or any metal parts since this may adversely affect operation of the unit and/or affect print quality.**

4 Raise the blue cartridge lock lever on the cartridge holder and remove the BJ cartridge.

- Discard the old BJ cartridge immediately according to the local laws and regulations for disposal of consumables. You may want to place it in a plastic bag to keep any residual ink from spilling.
- Spilled ink can stain any surface; protect yourself and your work area.
- If removing a BJ cartridge to use one of the optional BJ cartridges, be sure to store the BJ cartridge in the container provided with your MultiPASS. Otherwise the ink will dry and affect print quality.
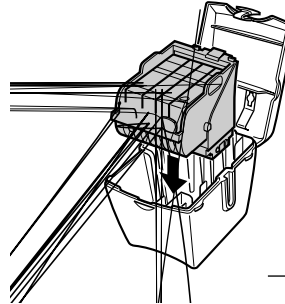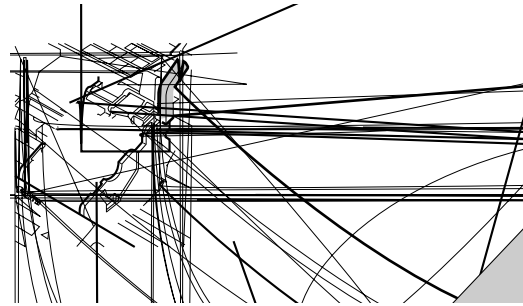
5 Remove the new BJ cartridge from its package, then remove the orange protective cap ① and tape ②.

- Discard the cap and tape. Never attempt to reattach them to the BJ cartridge print head.
- Install the BJ cartridge immediately after removing the cap and tape.

DO NOT TOUCH THESE PRECISION COMPONENTS.
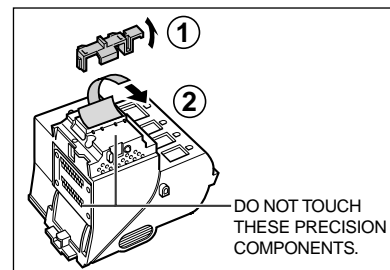
6 Insert the BJ cartridge into the cartridge holder, then lower the blue cartridge lock lever until it locks into position.

Maintenance
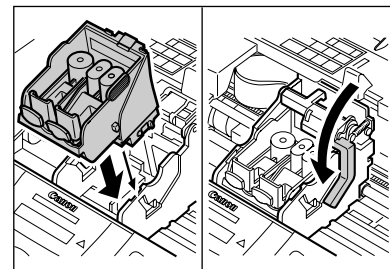
7 Press on the two orange tabs and remove the two orange pieces from the BJ cartridge.

ORANGE TABS
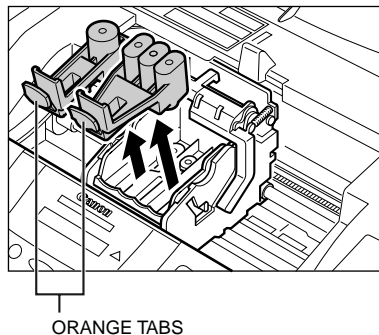
8 Install the BJ tanks into the BJ cartridge. Be sure to install them in their correct slot. The illustration here shows the correct colour array of BJ tanks in a BJ cartridge.
  • For details on the BJ tanks for each BJ cartridge, → p. 12-7.

Colour or Photo BJ cartridge

BLACK   YELLOW
CYAN MAGENTA
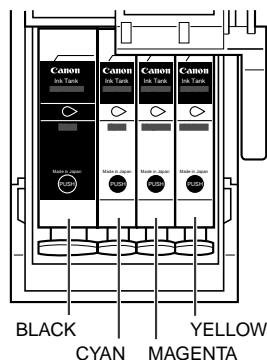
Start with the far right BJ tank.
If you are installing a new BJ tank, remove the packing film by pulling on the orange tape ①. Then grip the bottom of the BJ tank and twist off the orange protective cap in the direction shown ②.
  • If you are simply replacing the BJ cartridge and not the BJ tanks, reinsert the partially used BJ tanks into the new BJ cartridge. Be sure to insert them in their correct slot and from right to left.
  • For a new BJ tank, carefully remove the packing film taking care not to remove the label from the BJ tank.
  • Discard the packing film and cap. Never attempt to reattach them to the BJ tank.
  • Do not touch the ink port on the BJ tank.
  • Spilled ink can stain any surface; protect yourself and your work area.
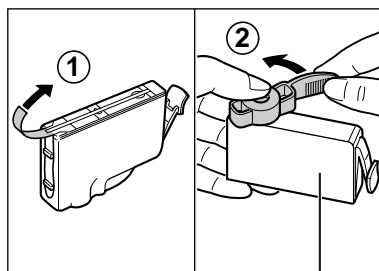
TO PREVENT INK SPILLS, DO NOT PRESS THE SIDES OF THE BJ TANK.

9 Insert the BJ tank into the far right slot on the BJ cartridge, then press it down from the top until it clicks into position.
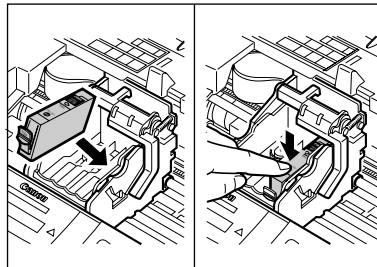
10 For the Colour and Photo BJ cartridges, repeat steps 8 and 9 to install the other BJ tanks. Be sure to install them in the correct order and to insert them in the slots from right to left.
  • Do not use the BJ cartridge with any of its BJ tanks missing as this can cause the BJ cartridge to clog.

11 Close the printer cover.
  • The LCD displays CART. RETURN while the cartridge holder moves to its home position on the right side of the unit. The MultiPASS then cleans the print head which takes about 20 seconds.

12 Close the document tray.

13 Align the print head. (→ p. 12-16)

✎ If you need to unplug the MultiPASS, wait until the unit is in standby mode (time and
Note receive mode displayed in the LCD). Otherwise the cartridge holder may not be in its home position causing the BJ cartridge to remain uncapped and dry out.

Maintenance

Aligning the Print Head

When you replace an old BJ cartridge for a new one, you need to align the print head position of the BJ cartridge before printing.

Follow this procedure to align the print head:

1 Press **Function**.

2 Press **Cleaning**.

NOZZLE CHECK

3 Use ∨ or ∧ to select ALIGN PRINT HEAD.

ALIGN PRINT HEAD

4 Press **Set** twice.
  • The MultiPASS prints the HS pattern.
  (→ sample below)

HS PATTERN PRINT

HS CHANGE VALUE

```
(B1) −7  −6  −5  −4  −3  −2  −1   0  +1  +2  +3  +4  +5  +6  +7
     |||  |||  |||  |||  |||  |||  |||  |||  |||  |||  |||  |||  |||  |||  |||

(B2) −7  −6  −5  −4  −3  −2  −1   0  +1  +2  +3  +4  +5  +6  +7
     |||  |||  |||  |||  |||  |||  |||  |||  |||  |||  |||  |||  |||  |||  |||
```
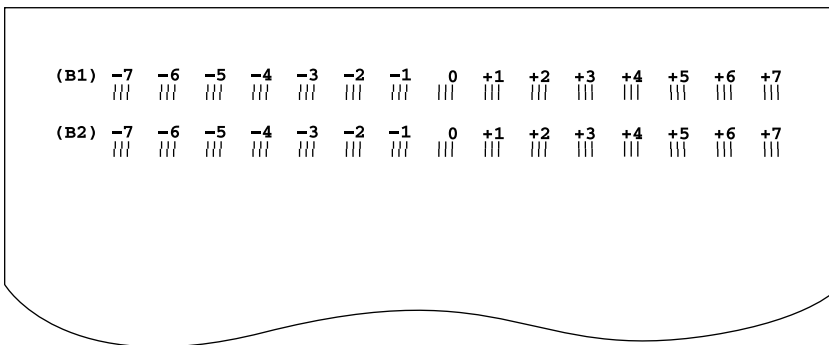
5 Press **Set** again.

HS B1:   0

6 For the printed B1 pattern, use ∨ or ∧ to enter the value above the perfectly aligned lines.

Ex:
HS B1:   +4

7 Press **Set**.

DATA ENTRY OK

HS B2:   0

8 For the printed B2 pattern, use ∨ or ∧ to enter the value above the perfectly aligned lines.

Ex:
HS B2:   +4

9 Press **Set** twice.
   • The MultiPASS prints the HQ pattern.
     (→ sample below)

DATA ENTRY OK

HQ PATTERN PRINT

HQ CHANGE VALUE

```
(B1) -1    0   +1
     |||  |||  |||

(B2) -1    0   +1
     |||  |||  |||
```
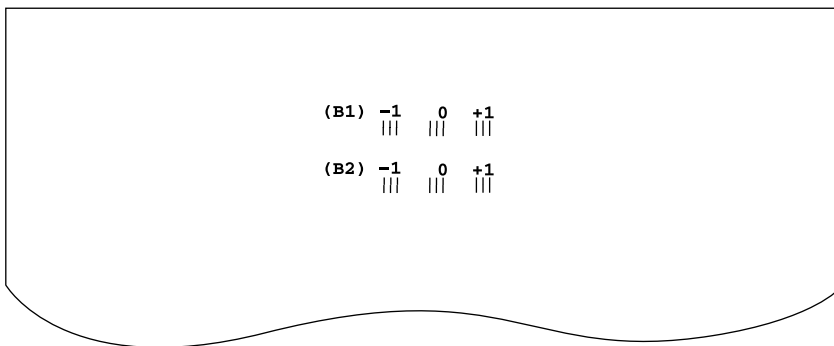
10 Press **Set** again.

HQ B1:   0

11 For the printed B1 pattern, use ∨ or ∧ to enter the value above the perfectly aligned lines.

Ex:
HQ B1:   +1

12 Press **Set**.

DATA ENTRY OK

HQ B2:   0

13 For the printed B2 pattern, use ∨ or ∧ to enter the value above the perfectly aligned lines.

Ex:
HQ B2:   +1

14 Press **Set**.

HS PATTERN PRINT

15 Press **Stop** to return to standby mode.

Ex:
15:00   FaxOnly

Replacing a BJ Tank

This section describes how to replace a BJ tank in an installed BJ cartridge. Before replacing a BJ tank, be sure to read the section *When to Replace a BJ Cartridge or BJ Tank*. (→ p. 12-8)

![Note] • Do not leave empty BJ tanks in the BJ cartridge. Remove them immediately when they run out of ink, and replace them with new ones. Do not leave a BJ cartridge with any of its BJ tanks missing as the ink in the BJ cartridge will dry and adversely affect print quality.
   • Do not replace BJ tanks while the MultiPASS is printing or performing another operation.

Leave the BJ cartridge installed in the MultiPASS and follow this procedure to replace a BJ tank:

1 Make sure the MultiPASS is plugged in.

2 Open the document tray.

3 Lift the handle to open the printer cover.
   • The cartridge holder automatically moves to the centre of the unit.
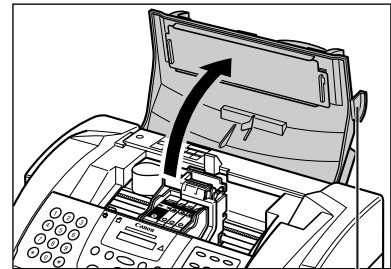
HANDLE

![Caution] • **Do not try to manually move or stop the cartridge holder since this may damage the unit.**
   • **Do not touch the components shown or any metal parts since this may adversely affect operation of the unit and/or affect print quality.**
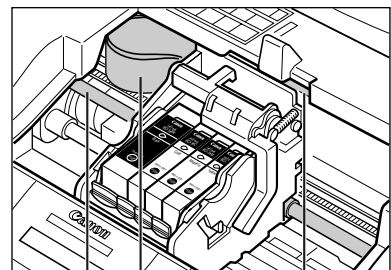
ROUND SHAFT

RIBBON CABLE

GUIDE RAIL

4 Press on the tab to release the empty BJ tank, then remove it from its slot.

- Do not remove the BJ cartridge from the MultiPASS.
- Do not remove several BJ tanks together. Remove and replace each one individually to ensure that they are inserted in the correct slot. Inserting them in the wrong slot will cause colours to print incorrectly.
- If a partially used BJ tank must be removed for some reason, keep the BJ tank installed in another BJ cartridge. Otherwise the ink will dry and adversely affect print quality.
- Discard the old BJ tank immediately according to the local laws and regulations for disposal of consumables. You may want to place it in a bag to keep any residual ink from spilling.
- Spilled ink can stain any surface; protect yourself and your work area.
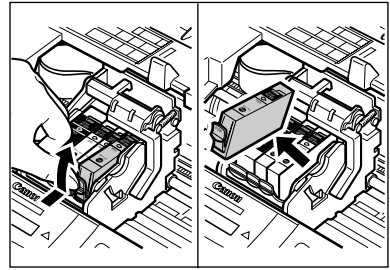
5 Remove the packing film from the new BJ tank by pulling on the orange tape ①. Then grip the bottom of the BJ tank and twist off the orange protective cap in the direction shown ②.

- Carefully remove the packing film taking care not to remove the label from the BJ tank.
- Discard the packing film and cap. Never attempt to reattach them to the BJ tank.
- Do not touch the ink port on the BJ tank.
- Spilled ink can stain any surface; protect yourself and your work area.
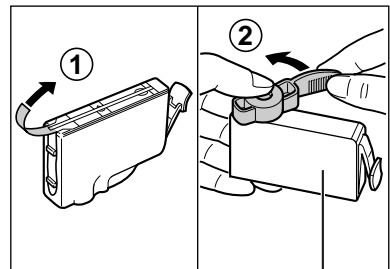
TO PREVENT INK SPILLS, DO NOT PRESS THE SIDES OF THE BJ TANK.

6 Insert the BJ tank into the empty slot in the BJ cartridge, then press it down from the top until it clicks into position.

Maintenance
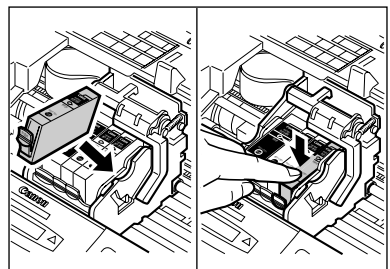
7 Repeat steps 4 to 6 to remove and install other BJ tanks. Be sure to install them in their correct slot. The illustration here shows the correct colour array of BJ tanks in a BJ cartridge.

- For details on the BJ tanks for each BJ cartridge, → p. 12-7.

Colour or Photo BJ cartridge

BLACK   YELLOW
CYAN MAGENTA
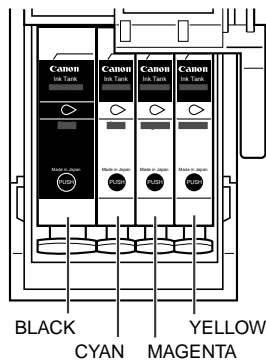
8 Close the printer cover.
- The LCD displays CART. RETURN while the cartridge holder moves to its home position on the right side of the unit. The MultiPASS then cleans the print head which takes about 20 seconds.

9 Close the document tray.

📝 **Note** If you need to unplug the MultiPASS, wait until the unit is in standby mode (time and receive mode displayed in the LCD). Otherwise the cartridge holder may not be in its home position causing the BJ cartridge to remain uncapped and dry out.

Chapter 13

Troubleshooting

Troubleshooting

If You Cannot Solve the Problem

If you have a problem with your MultiPASS and you cannot solve it by referring to the information in this chapter, contact your local authorised Canon dealer or the Canon help line.

Canon's support personnel are trained in the technical support of Canon's products and should be able to help you with your problem.

Note   Attempting to repair the MultiPASS yourself may void the limited warranty.

CAUTION   **If the MultiPASS makes strange noises, emits smoke or strange smells, unplug it immediately and contact your local authorised Canon dealer or the Canon help line. Do not attempt to disassemble or repair the unit yourself.**

If you need to contact Canon directly, make sure you have the following information:

• **Product name**

   MultiPASS C100

• **Serial number**

   The serial number is on the label located at the back of the unit.

• **MultiPASS Suite version number**

   → *MultiPASS Suite User's Guide*

• **Place of purchase**

• **Nature of problem**

• **Steps you have taken to solve the problem and the results**

Clearing Jams

Jams in the ADF

When a document jams or misfeeds in the ADF, the LCD displays CHECK DOCUMENT.

Follow this procedure to clear the document jam:

✏️ **Note** You do not need to unplug the unit when clearing document jams.

1 Press **Stop**.

2 Open the operation panel partially by gently pulling it towards you.
   - It only opens slightly.
   - Do not try to pull the document out without opening the operation panel since you may tear or smudge the document.
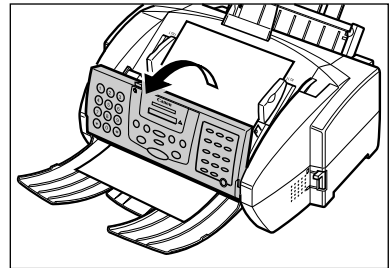
3 While holding the operation panel open, remove the document.
   - Pull it gently in either direction.
   - If a multipage document is loaded, remove the entire document from the ADF.

     ✏️ **Note** If the paper does not pull out easily, do not force it. Contact your local authorised Canon dealer or the Canon help line.
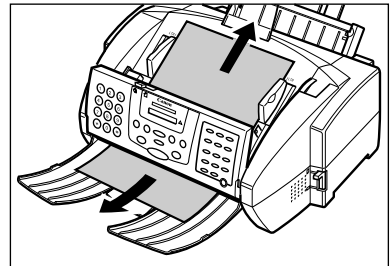
4 When you are finished, close the operation panel by pressing it down from the centre.
   - Be sure to close the operation panel until it locks into place, or the unit will not function properly.

5 Press **Resume** and start the operation again.

Troubleshooting

Jams in the Multi-Purpose Tray

If print media jams in the multi-purpose tray, the LCD displays CLEAR PAPER JAM.

Follow this procedure to clear the jam:

> **Note** You do not need to unplug the unit when clearing paper jams.

1 Close the document tray if necessary.

2 Gently pull any jammed paper out of the unit as shown.
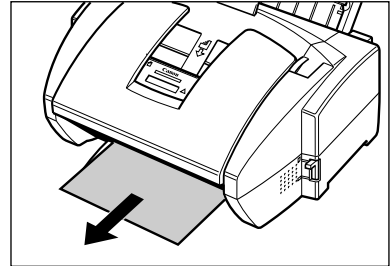
3 Remove the paper stack from the multi-purpose tray and reload it. (→ p. 2-17)
   • Make sure the stack does not exceed the paper limit mark (▶).

4 Press **Resume** to start the operation again.
   • If you are printing from a Windows® application, follow the instructions displayed by the software on your PC.

> **Note** If the paper jam occurred while a fax was being received into the MultiPASS' memory, that fax will print automatically when the jam is cleared and you press **Resume**.

LCD Messages

The following messages are displayed in the LCD when the MultiPASS is performing a function or encounters an error. The error code appears in the ACTIVITY REPORT. (→ p. 11-3)

Message	Error Code	Cause	Action
AUTO REDIAL	—	The unit is waiting to redial the other party's number because the line was busy or the other party did not answer when you tried to send the document.	Wait for the unit to automatically redial the number. If you want to cancel automatic redialling, wait until the unit starts dialling the number, press **Stop** then ✳. (→ p. 7-11)
BUSY/NO SIGNAL	#005/018	The telephone number you dialled is busy.	Try sending the document at a later time.
		The fax number dialled was incorrect.	Check the fax number and dial again.
		The other party's fax machine is not working.	Contact the other party and have them check their fax machine.
		The other party is not using a G3 machine.	Contact the other party and ask them to send or receive the document using a G3 machine.
		The touch tone/rotary pulse setting on your unit is incorrect.	Set your unit to the setting that matches your telephone line. (→ p. 3-10)
		The receiving fax machine did not answer within 55 seconds (after all automatic redialling attempts).	Contact the other party and have them check their fax machine. You can try to send the document using manual sending via the handset (→ p. 7-7). For an overseas call, add pauses to the registered number. (→ p. 9-2)

Message	Error Code	Cause	Action
C INK EMPTY	—	The Cyan BJ tank in the Colour or Photo BJ cartridge is empty.	Replace the BJ tank (→ p. 12-18). The unit will then print automatically any faxes received in memory.
CARTRIDGE JAMMED	—	The cartridge holder cannot move. This is normally due to a paper jam.	Clear the paper jam or whatever is obstructing the cartridge holder and then press **Resume**. Do not attempt to move the cartridge holder manually.
CHANGE CARTRIDGE	#052	The printer cover is open and the cartridge holder is moving to the centre of the unit.	Wait until the cartridge holder stops, then replace the BJ cartridge or tanks (→ pp. 12-12, 12-18). When you are finished, close the printer cover and wait for the unit to return to standby mode.
CHECK COVER	—	You opened the printer cover during an operation. Also appears after CHANGE CARTRIDGE is displayed.	Close the printer cover.
CHECK DOCUMENT	#001	The document is jammed in the ADF.	Remove the document you are trying to send or copy (→ p. 13-3) and start again.
		The document feed lever is set to 〔 (manual document feed) for a multipage document.	Set the document feed lever to 〔 (automatic document feed). (→ p. 4-2)
CHECK PAPER SIZE	—	The size of the paper in the multi-purpose tray and that specified in the PAPER SIZE setting are different.	Load the correct paper size or change the PAPER SIZE setting. (→ p. 14-8)

Message	Error Code	Cause	Action
CHECK PRINTER	—	There may be an obstruction that is not allowing the cartridge holder mechanism to move.	Check for any obstruction (paper clip, small object, etc.). Check also for a paper jam and clear the jam if necessary (→ p. 13-4). Then press **Resume** and start again.
		The BJ cartridge may be defective.	Press **Resume**. Reinstall the BJ cartridge (→ p. 2-13) and start again.
			In either case, if the error does not clear, try unplugging the unit. Wait several minutes, then plug it back in. Also, try replacing the BJ cartridge with a new one. (→ p. 12-12)
		The waste ink tank (which holds the ink used for print head cleaning) may be full.	Contact your local authorised Canon dealer or the Canon help line to have the waste ink tank replaced immediately.
CLEAR PAPER JAM	—	There is a paper jam.	Clear the paper jam (→ p. 13-4) and reload paper in the multi-purpose tray. Press **Resume**.
CONVERT CLR>B&W?	—	The unit is confirming that it is all right to convert a colour document to black & white and print it with the Black BJ cartridge.	Press ✱ to convert the colour document to black & white and print, or press **#** to cancel.
DOC. TOO LONG	#003	The document is longer than 1 metre.	Use a copier to make a reduced copy of the document and then send the copy.

Troubleshooting

Message	Error Code	Cause	Action
ECM RX	—	The unit is receiving a fax using Error Correction Mode (ECM).	ECM receptions may take longer than normal receptions. Turn off ECM if you need to receive quickly, or if you know your local lines are in good condition. (→ ECM RX, p. 14-7)
ECM TX	—	The unit is sending a fax using Error Correction Mode (ECM).	ECM transmissions may take longer than normal transmissions. Turn off ECM if you need to transmit quickly, or if you know your local lines are in good condition. (→ ECM TX, p. 14-6)
INSTALL BC-33	—	You tried to make a colour copy with the installed Black BJ cartridge.	Replace the BJ cartridge with the Colour BJ cartridge. (→ p. 12-12)
		You tried to print a received colour fax with the installed Black BJ cartridge.	Replace the BJ cartridge with the Colour BJ cartridge (→ p. 12-12). If you do not have this BJ cartridge available, you can convert a received colour fax in memory to black & white and print the fax with the Black BJ cartridge. (→ p. 7-17)
		You disabled the PHOTO INK PRINT setting (→ p. 14-8) and tried to print a received colour fax with the installed Photo BJ cartridge.	Replace the BJ cartridge with the Colour BJ cartridge. Alternatively, enable the PHOTO INK PRINT setting. (→ p. 14-8)

Message	Error Code	Cause	Action
INSTALL BC33/30	—	You disabled the PHOTO INK PRINT setting (→ p. 14-8) and tried to make a black & white copy, print a received black & white fax, print a report, or print a black & white document in memory with the installed Photo BJ cartridge.	Replace the BJ cartridge with the Colour or Black BJ cartridge (→ p. 12-12). Alternatively, enable the PHOTO INK PRINT setting. (→ p. 14-8)
INSTALL BC33/34	—	You tried to make a colour copy with the installed Black BJ cartridge.	Replace the BJ cartridge with the Colour or Photo BJ cartridge. (→ p. 12-12)
K INK EMPTY	—	The Black BJ tank in the Colour, Photo, or Black BJ cartridge is empty.	Replace the BJ tank (→ p. 12-18). The unit will then print automatically any faxes received in memory.
LOAD PAPER	—	The multi-purpose tray is empty.	Load paper in the multi-purpose tray (→ p. 2-17). Make sure the stack is below the paper limit mark (▶|). Then press **Resume**.
M INK EMPTY	—	The Magenta BJ tank in the Colour or Photo BJ cartridge is empty.	Replace the BJ tank (→ p. 12-18). The unit will then print automatically any faxes received in memory.
MEMORY FULL	#037	The unit's memory is full because it has received too many documents, or a very long or detailed document.	Print any documents stored in memory (→ pp. 7-17, 8-11, 8-13). Then start again.

Troubleshooting

Message	Error Code	Cause	Action
MEMORY FULL (*Continued*)		The unit's memory is full because you tried to send or copy too many pages at once, or a very long or detailed document.	
MEMORY USED *nn* %	—	Shows the percentage of memory currently in use.	
NO RX PAPER	#012	The other party's fax machine is out of paper or its memory is full.	
NO TEL #	#022	The one-touch speed dialling button or coded speed dialling code you	
NOT AVAILABLE	#025		
PHOTO INK IN USE	—		

Message	Error Code	Cause	Action
PRINT W/ BC-34?	—	You disabled the PHOTO INK PRINT setting (→ p. 14-8) and the unit is confirming that it is all right to print a colour document in memory with the installed Photo BJ cartridge.	Press ✳ to print the colour document with the Photo BJ cartridge, or press **#** to cancel printing. Alternatively, enable the PHOTO INK PRINT setting. (→ p. 14-8)
REC'D IN MEMORY	—	The unit received the fax in memory because paper or ink ran out, a paper jam occurred, or the incorrect BJ cartridge was installed.	Load paper in the multi-purpose tray (→ p. 2-17), replace the BJ cartridge or tank(s) (→ pp. 12-12, 12-18), clear the paper jam (→ p. 13-4), or install the correct BJ cartridge. (→ p. 12-12)
RECEIVED IN FILE	—	Your PC was off and a document was received in the unit's memory.	Upload the document to your PC, or print the document. (→ p. 8-11)
		The MultiPASS Status Monitor is not running.	On the Windows® desktop, click Start and point to Programs. On the Programs menu, point to MultiPASS Suite, then click MultiPASS Status Monitor.
TRY AGAIN IN B&W	#085	You tried sending a colour document to a machine that does not support colour faxing.	Try sending again in black & white (→ p. 7-2). Alternatively, enable the COLOUR DIRECT TX setting. (→ p. 14-6)
TX/RX CANCELLED	—	You pressed **Stop** to cancel the transmission.	If required, try sending again.
TX/RX NO. *nnnn*	—	When the unit sends or receives a fax, it assigns it a unique identification number (*nnnn*).	Write the number down if you will need it later.

Troubleshooting

Message	Error Code	Cause	Action
TX/RX NO. *nnnn* SCANNING P.*nnn* MEMORY FULL (Three messages toggle.)	—	The unit is sending a document and its memory is full.	The unit continues to send the document as memory becomes available.
WAIT COOLING	—	During printing, the BJ cartridge print head may have become too hot.	Allow the unit to cool down. The unit will resume printing when it has cooled down.
Y INK EMPTY	—	The Yellow BJ tank in the Colour or Photo BJ cartridge is empty.	Replace the BJ tank (→ p. 12-18). The unit will then print automatically any faxes received in memory.

Paper Feeding Problems

■ Paper does not load.

The multi-purpose tray may contain too many sheets.
• Make sure the paper stack in the multi-purpose tray does not exceed the paper limit mark (▶). (→ p. 2-17)

Paper may not be loaded correctly.
• Make sure the paper stack is loaded properly in the multi-purpose tray, and that the paper guide is adjusted correctly. (→ p. 2-17)

■ Paper is loaded skewed. (Printing is skewed.)

Paper may not be loaded correctly.
• Make sure the paper stack is loaded properly in the multi-purpose tray, and that the paper guide is adjusted correctly. (→ p. 2-17)

• Make sure the right edge of the paper stack is aligned with the right side of the multi-purpose tray and the paper guide is aligned with the left edge of the stack. (→ p. 2-19)

• Make sure the paper exit path is clear.

■ Multiple sheets load into the MultiPASS at the same time.

Paper may not be loaded correctly.
• Make sure the paper stack is loaded properly in the multi-purpose tray, and that the paper guide is adjusted correctly. (→ p. 2-17)

Sheets of paper may be sticking together.
• Be sure to fan the paper stack before loading it in the multi-purpose tray. This keeps the sheets of paper from sticking together. (→ p. 2-19)

The multi-purpose tray may contain too many sheets.
• Make sure the paper stack in the multi-purpose tray does not exceed the paper limit mark (▶). (→ p. 2-17)

• Do not exceed the maximum loading capacity of the multi-purpose tray. (→ p. 5-2)

• Do not force the paper stack into the multi-purpose tray.

Different types of paper may be loaded in the multi-purpose tray.
• Load only one type of paper.

• Make sure you load paper that meets the paper requirements for the MultiPASS. (→ Chapter 5)

Troubleshooting

■ Transparencies or back print film do not feed correctly.

The transparencies or back print film may not be loaded correctly.
• Make sure they are loaded properly (→ p. 2-17). Do not load more than 30 transparencies or 10 back print film sheets in the multi-purpose tray.

■ Repeated paper jams occur.

The paper you are using may be causing the jams.
• Be sure to fan the paper stack before loading it in the multi-purpose tray. This keeps the sheets of paper from sticking together. (→ p. 2-19)

• Check that the paper you are using and your printing environment are within the specifications of the unit. (→ Chapter 5)

■ Envelopes do not load.

Envelopes may not be loaded correctly.
• Make sure the envelopes are loaded properly (→ p. 5-7). Do not load more than 10 envelopes in the multi-purpose tray.

The envelopes you are using may not meet the requirements for the MultiPASS.
• Envelopes must be European DL or U.S. Commercial No. 10 envelopes. (→ pp. 5-2, 5-4)

> For additional troubleshooting, → *MultiPASS Suite User's Guide*.
> **Note**

Faxing Problems

Sending Problems

■ You cannot send a fax.

The MultiPASS may have overheated.
• Unplug the MultiPASS and let it cool for several minutes. Then plug it back in and try sending again.

The MultiPASS may not be set for the type of telephone line in use (pulse/tone).
• Make sure the MultiPASS is set for the correct telephone line type. (→ p. 3-10)

The document may not have been loaded correctly into the ADF.
• Remove the document, stack it if necessary, and load it into the ADF correctly. (→ p. 4-4)

• Check that the document feed lever is set for the type of document you are sending. (→ p. 4-2)

• Make sure the operation panel is closed.

The one-touch speed dialling button or coded speed dialling code you entered may not be registered for the feature you want to use.
• Check the one-touch speed dialling button or coded speed dialling code and make sure it is registered correctly. (→ Chapter 6)

You dialled or have been provided with an incorrect number.
• Dial the number again, or check that you have the correct number.

The other party's fax machine may be out of paper.
• Call the other party and ask them to make sure paper is loaded in their fax machine.

You may have sent a document in colour to a fax machine that does not support colour faxing.
• If you attempt to send a colour document to a fax machine that does not support colour faxing, the document will not be sent and the LCD will display TRY AGAIN IN B&W. Try sending again in black & white. Alternatively, you can enable the COLOUR DIRECT TX setting (→ p. 14-6) that converts colour faxes to black & white if the other party's fax machine does not support colour faxing, thus enabling you to send colour documents to any fax machine without an error occurring.

There may be other documents being sent from memory.
• Allow time for those documents to finish sending.

An error may have occurred during sending.
• Print an ACTIVITY REPORT and check for an error. (→ p. 11-3)

The telephone line may not be working properly.
• Make sure there is a dial tone when you press **Hook** or when you lift the handset of any external device connected to the MultiPASS. If there is no dial tone, contact your local telephone company.

The receiving fax machine may not be a G3 fax machine.
• Make sure the receiving fax machine is compatible with the MultiPASS (which is a G3 fax machine).

■ Faxes sent from the MultiPASS are spotted or dirty.

The receiving fax machine may not be working properly.
• Check the MultiPASS by making a copy (→ p. 10-2). If the copy is clear, the problem may be in the receiving fax machine. If the copy is spotted or dirty, clean the scanner components. (→ p. 12-5)

The document may not have been loaded correctly into the ADF.
• Remove the document, stack it if necessary, and load it into the ADF correctly. (→ p. 4-4)

■ Cannot send using Error Correction Mode (ECM).

The other party's fax machine may not support ECM.
• If the other party's fax machine does not support ECM, then the document is sent in normal mode without error checking.

ECM may be disabled.
• Make sure ECM is on. (→ ECM TX, p. 14-6)

■ Errors occur frequently while sending.

The telephone lines may be in poor condition, or you may have a bad connection.
• Lower the transmission speed. (→ TX START SPEED, p. 14-9)

Receiving Problems

■ Cannot receive a fax automatically.

The MultiPASS may not be set to receive automatically.
• For the MultiPASS to receive faxes automatically, the receive mode must be set to FAX ONLY MODE, Fax/Tel Mode, ANS.MACHINE MODE, or NET SWITCH* (→ Chapter 8). If you have set ANS.MACHINE MODE, confirm that an answering machine is connected to the MultiPASS and that it is turned on with an outgoing message properly recorded. (→ p. 8-10)

The MultiPASS may have a document stored in memory.
• Print out any documents stored in memory. (→ pp. 7-17, 8-11, 8-13)

The MultiPASS Suite may have received the fax.
• → *MultiPASS Suite User's Guide*

An error may have occurred during reception.
• Check the LCD for an error message. (→ p. 13-5)

• Print an ACTIVITY REPORT and check for an error. (→ p. 11-3)

The multi-purpose tray may be empty.
• Make sure paper is loaded in the multi-purpose tray. (→ p. 2-17)

The telephone line may not be connected properly.
• Make sure all line connections are secure. (→ p. 2-6)

*NET SWITCH is only available in Australia and New Zealand.

■ The MultiPASS does not switch automatically between telephone and fax reception.

The MultiPASS may not be set to switch automatically between telephone and fax reception.
• For the MultiPASS to switch automatically, the receive mode must be set to Fax/Tel Mode, ANS.MACHINE MODE, or NET SWITCH* (→ Chapter 8). If you have set ANS.MACHINE MODE, confirm that an answering machine is connected to the MultiPASS and that it is turned on with an outgoing message properly recorded. (→ p. 8-10)

An error may have occurred during reception.
• Check the LCD for an error message. (→ p. 13-5)

• Print an ACTIVITY REPORT and check for an error. (→ p. 11-3)

The multi-purpose tray may be empty.
• Make sure paper is loaded in the multi-purpose tray. (→ p. 2-17)

The sending fax machine may not send the CNG signal that tells the MultiPASS that the incoming signal is a fax.
• Some fax machines cannot send the CNG signal that tells your MultiPASS the incoming call is from a fax machine. In such cases, you will have to receive the fax manually. (→ p. 8-8)

■ Cannot receive a document manually.

You may have disconnected the call by pressing Start or dialling the remote receiving ID after hanging up the handset.
• Always press **Start** or dial the remote receiving ID *before* hanging up the handset. Otherwise you will disconnect the call.

■ Print quality is poor.

You may not be using the correct type of paper.
• Make sure you load paper that meets the paper requirements for the MultiPASS. (→ Chapter 5)

The BJ cartridge print head may need cleaning.
• Refer to the flow chart (→ p. 12-9) and clean the BJ cartridge print head if necessary. (→ p. 12-11)

The sending fax machine may not be functioning properly.
• The sending fax machine usually determines the fax's quality. Call the sender and have them make sure the top cover and scanning glass of their fax machine are clean.

Error Correction Mode (ECM) may be disabled.
• Make sure ECM is on. (→ ECM RX, p. 14-7)

*NET SWITCH is only available in Australia and New Zealand.

Troubleshooting

■ Faxes do not print.

The BJ cartridge or tanks may not be installed properly.
• Make sure the BJ cartridge and tanks are installed properly. (→ p. 2-13)

• Be sure to remove the protective tape from the BJ cartridge before you install it.
  (→ p. 2-15)

The BJ cartridge print head may need cleaning.
• Refer to the flow chart (→ p. 12-9) and clean the BJ cartridge print head if necessary.
  (→ p. 12-11)

The BJ cartridge or tanks may need to be replaced.
• Determine if the problem is with the BJ cartridge or tanks (→ p. 12-8), and replace if
  necessary. (→ pp. 12-12, 12-18)

■ Fax images print blotched or uneven.

The telephone lines may be in poor condition, or you may have a bad connection.
• Error Correction Mode (ECM) sending/receiving should eliminate such problems.
  However, if the telephone lines are in poor condition, you may have to try again.

The sending fax machine may not be functioning properly.
• The sending fax machine usually determines the fax's quality. Call the sender and
  have them make sure the top cover and scanning glass of their fax machine are
  clean.

■ Cannot receive using Error Correction Mode (ECM).

The other party's fax machine may not support ECM.
• If the other party's fax machine does not support ECM, then the document is received
  in normal mode without error checking.

ECM may be disabled.
• Make sure ECM is on. (→ ECM RX, p. 14-7)

■ Errors occur frequently while receiving.

The telephone lines may be in poor condition, or you may have a bad connection.
• Lower the reception speed. (→ RX START SPEED, p. 14-9)

The sending fax machine may not be functioning properly.
• Call the sender and have them check that their fax machine is functioning properly.

Copying Problems

■ The MultiPASS will not make a copy.

One or more BJ tanks in the installed BJ cartridge may be empty.
• Check for an error message in the LCD ($\rightarrow$ p. 13-5) and replace if necessary.
 ($\rightarrow$ p. 12-18)

You may be trying to make copies with the incorrect BJ cartridge installed in the MultiPASS.
• The MultiPASS cannot make copies in colour while the Black BJ cartridge is installed.
 Replace the BJ cartridge with the Colour BJ cartridge. ($\rightarrow$ p. 12-12)

• If you have disabled the PHOTO INK PRINT setting ($\rightarrow$ p. 14-8), you will be unable to
 make black & white copies with the Photo BJ cartridge. Replace the Photo BJ
 cartridge with the Colour or Black BJ cartridge. Alternatively, enable the PHOTO INK
 PRINT setting. ($\rightarrow$ p. 14-8)

The document may not have been loaded correctly into the ADF.
• Remove the document, stack it if necessary, and load it into the ADF correctly.
 ($\rightarrow$ p. 4-4)

• Check that the document feed lever is set for the type of document you are copying.
 ($\rightarrow$ p. 4-2)

• Make sure the operation panel is closed.

The BJ cartridge or tanks may not be installed properly.
• Make sure the BJ cartridge and tanks are installed properly. ($\rightarrow$ p. 2-13)

The MultiPASS may not be operating properly.
• Print the nozzle check pattern. ($\rightarrow$ p. 12-10)

■ MEMORY FULL appears in the LCD when making multiple copies.

The MultiPASS' memory is full.
• Print or delete any documents stored in memory ($\rightarrow$ pp. 7-17, 7-19, 8-11, 8-13) to free
 up space in the MultiPASS' memory, then start again.

The document you are copying may have too many graphics.
• If multiple pages are being copied, separate the pages into smaller stacks. If not,
 make the desired number of copies one at a time as needed.

> For additional troubleshooting, $\rightarrow$ *Print Quality Problems*, p. 13-20.
>
> **Note**

Troubleshooting

Telephone Problems

■ You cannot dial.

The telephone line may not be connected properly.
• Make sure all line connections are secure. (→ p. 2-6)

The power cord may not be plugged in securely.
• Check that the power cord is plugged securely into the MultiPASS and into the wall outlet (→ p. 2-9). If the unit is plugged into a power strip, make sure the power strip is plugged in and turned on.

The MultiPASS may not be set for the type of telephone line in use (pulse/tone).
• Make sure the MultiPASS is set for the correct telephone line type. (→ p. 3-10)

■ The optional handset or telephone disconnects while you are talking.

The power cord may not be plugged in securely.
• Check that the power cord is plugged securely into the MultiPASS and into the wall outlet (→ p. 2-9). If the unit is plugged into a power strip, make sure the power strip is plugged in and turned on.

Print Quality Problems

■ The print quality is not what you expect; print is not clear, is splashed, has missing dots or white streaks.

The print media you are using may not be supported by the MultiPASS.
• Make sure you are using the recommended print media. (→ p. 5-2)

You may be printing on the wrong side of the paper.
• Some papers have a "right" side for printing. If the print quality is not as clear as you would like it to be, try turning the paper over and printing on the other side.

The nozzles on the BJ cartridge print head may be clogged.
• Refer to the flow chart (→ p. 12-9) and clean the BJ cartridge print head if necessary. (→ p. 12-11)

The BJ cartridge or tanks may not be installed properly.
• Make sure the BJ cartridge and tanks are installed properly. (→ p. 2-13)

One or more BJ tanks in the installed BJ cartridge may be empty.
• Check for an error message in the LCD (→ p. 13-5) and replace if necessary. (→ p. 12-18)

The BJ cartridge print head may be worn out.
- Determine if the problem is with the BJ cartridge print head (→ p. 12-8) and replace the BJ cartridge if necessary. (→ p. 12-12)

You may not have aligned the BJ cartridge print head after installing a new BJ cartridge.
- Align the BJ cartridge print head. (→ p. 12-16)

■ The printout contains blurred or smudged ink.

The print media you are using may not be supported by the MultiPASS.
- Make sure you are using the recommended print media. (→ p. 5-2)

You may be printing on the wrong side of the paper.
- Some papers have a "right" side for printing. If the print quality is not as clear as you would like it to be, try turning the paper over and printing on the other side.

■ The print side is rubbed and stained.

The paper thickness lever is not set correctly.
- When you print images that contain large quantities of ink, the paper may curl and rub. Set the paper thickness lever to ✉ (down). (→ p. 5-6)

■ The MultiPASS prints only in black. (You are printing from an application that supports colour printing but your output is black ink only.)

The BJ cartridge or tanks may not be installed properly.
- Make sure the BJ cartridge and tanks are installed properly. (→ p. 2-13)

The BJ cartridge print head may need cleaning.
- Refer to the flow chart (→ p. 12-9) and clean the BJ cartridge print head if necessary. (→ p. 12-11)

■ Colours are missing.

The BJ cartridge print head may need cleaning.
- Refer to the flow chart (→ p. 12-9) and clean the BJ cartridge print head if necessary. (→ p. 12-11)

■ Colours in a line are uneven or different from previous lines.

The print settings may not be the best for the images you are printing.
- Experiment with different settings and paper types.

■ Hue changes.

The nozzles on the BJ cartridge print head may be clogged.
- Refer to the flow chart (→ p. 12-9) and clean the BJ cartridge print head if necessary. (→ p. 12-11)

Troubleshooting

One or more BJ tanks in the installed BJ cartridge may be empty.
• Check for an error message in the LCD (→ p. 13-5) and replace if necessary.
  (→ p. 12-18)

> For additional troubleshooting, → *MultiPASS Suite User's Guide*.
> **Note**

Printing Problems

■ The Alarm light comes on and the MultiPASS beeps while printing.

The MultiPASS may have a paper jam.
• Clear the paper jam. (→ p. 13-4)

• If the MultiPASS has no paper jam, unplug the unit and wait five seconds, then plug it in again. If the problem is fixed, the Alarm light will turn off, the cartridge holder will move to its home position on the right side of the unit, and the LCD will return to standby mode. If the Alarm light remains lit, contact your local authorised Canon dealer or the Canon help line.

■ Data from the PC is not printed.

The power cord may not be plugged in securely.
• Check that the power cord is plugged securely into the MultiPASS and into the wall outlet (→ p. 2-9). If the unit is plugged into a power strip, make sure the power strip is plugged in and turned on.

The printer cable may not be securely connected to the MultiPASS and PC.
• Check the printer cable connection. (→ p. 2-8)

The printer cable may not be the correct type.
• Make sure you have the correct printer cable type. (→ p. 2-8)

The MultiPASS may have been plugged in or the PC may have been turned on when you connected the printer cable.
• Unplug the MultiPASS and turn off the PC. Plug the unit back in and turn the PC back on again.

• If you are using a USB cable, make sure you connect it during software installation to ensure proper operation. (→ *MultiPASS Suite User's Guide*)

The BJ cartridge or tanks may not be installed properly.
• Make sure the BJ cartridge and tanks are installed properly. (→ p. 2-13)

• Be sure to remove the protective tape from the BJ cartridge before you install it.
  (→ p. 2-15)

The BJ cartridge print head may need cleaning.
- Refer to the flow chart (→ p. 12-9) and clean the BJ cartridge print head if necessary. (→ p. 12-11)

The BJ cartridge or tanks may need to be replaced.
- Determine if the problem is with the BJ cartridge or tanks (→ p. 12-8), and replace if necessary. (→ pp. 12-12, 12-18)

■ The BJ cartridge moves, but ink does not appear.

The BJ cartridge or tanks may not be installed properly.
- Make sure the BJ cartridge and tanks are installed properly. (→ p. 2-13)

- Be sure to remove the protective tape from the BJ cartridge before you install it. (→ p. 2-15)

The nozzles on the BJ cartridge print head may be clogged.
- Refer to the flow chart (→ p. 12-9) and clean the BJ cartridge print head if necessary. (→ p. 12-11)

One or more BJ tanks in the installed BJ cartridge may be empty.
- Check for an error message in the LCD (→ p. 13-5) and replace if necessary. (→ p. 12-18)

■ The printed output is not what you expected.

The printer cable may not be securely connected to the MultiPASS and PC.
- Check the printer cable connection. (→ p. 2-8)

The printer cable may not be the correct type.
- Make sure you have the correct printer cable type. (→ p. 2-8)

The printer cable may be too long.
- Make sure you have the correct length cable. (→ p. 2-8)

■ Printout does not match paper size.

Paper may not be loaded and aligned correctly in the multi-purpose tray.
- Make sure the paper is loaded and aligned correctly. (→ p. 2-17)

> **Note** If the BJ cartridge print head prints on the platen, clean the ink off the platen by launching Notepad and setting the application to print 2 or 3 blank sheets of paper.

■ The MultiPASS suspends printing after each line.

The BJ cartridge print head may have become too hot. If this happens, the MultiPASS may be slowing its printing speed at the end of each line to protect the BJ cartridge print head.
- Stop your print operation and wait several minutes to allow the MultiPASS to cool. Then start your operation again.

Troubleshooting

■ The printout curls.

Your page may include a large amount of ink.
• Leave the page in the output tray for 30 to 60 seconds to allow the ink to dry. Then remove the page carefully without touching any surfaces.

• The paper you are using may be too thin. Printing dense graphics on light paper stock may cause the paper to curl. Try using heavier stock.

■ Your PC indicates a device time-out.

A device time-out occurs when the PC sends data to the MultiPASS, but the unit does not respond. The MultiPASS may be unplugged, not connected to the PC, or have a paper jam.
• Make sure the MultiPASS is plugged in (→ p. 2-9), and that the printer cable is securely connected to the unit and PC (→ p. 2-8). Clear any paper jams (→ p. 13-4), and make sure paper is loaded properly in the multi-purpose tray. (→ p. 2-17)

> **Note** For additional troubleshooting, refer to *Print Quality Problems* (→ p. 13-20) and the *MultiPASS Suite User's Guide.*

General Problems

■ The MultiPASS has no power.

The power cord may not be plugged in securely.
• Check that the power cord is plugged securely into the MultiPASS and into the wall outlet (→ p. 2-9). If the unit is plugged into a power strip, make sure the power strip is plugged in and turned on.

The power cord may not be supplying power.
• Check the power cord by substituting with another, or by using a voltmeter to test it for continuity.

■ The MultiPASS will not print reports.

The Black BJ tank of the installed BJ cartridge may be empty.
• Check for an error message in the LCD (→ p. 13-5), and replace if necessary. (→ p. 12-18)

The Photo BJ cartridge is installed in the MultiPASS and the PHOTO INK PRINT **setting is disabled.**
• If you have disabled the PHOTO INK PRINT setting (→ p. 14-8), you cannot print reports with the Photo BJ cartridge. Replace the Photo BJ cartridge with the Colour or Black BJ cartridge. Alternatively, enable the PHOTO INK PRINT setting. (→ p. 14-8)

■ Nothing appears in the LCD.

The power cord may not be plugged in securely.

• Check that the power cord is plugged securely into the MultiPASS and into the wall outlet (→ p. 2-9). If the unit is plugged into a power strip, make sure the power strip is plugged in and turned on. If the LCD remains blank, unplug the unit, wait five seconds, then plug it in again.

Troubleshooting

If a Power Cut Occurs

If power is suddenly lost due to an outage or accidental unplugging, a built-in battery retains the user data settings and the speed dialling settings. However, any sent or received documents stored in memory will be lost.

During a power cut, functions are limited as follows:

• You cannot make telephone calls.

• You cannot send, receive, or copy documents.

• You can only use the MultiPASS to receive voice calls if you connected the optional handset or a telephone to your unit.

When power is restored to the MultiPASS, the unit will automatically print a list of documents that were stored in memory at the time of the power cut.

27/12 2001 17:23 FAX 123 4567		CANON		001
************************************ *** MEMORY CLEAR REPORT *** ************************************ MEMORY FILES DELETED				
TX/RX NO	MODE	CONNECTION TEL/ID	PGS.	SET TIME
0023	B'CAST	[01]Canon CANADA [05]Canon OPTICS	3	27/12 16:03
0024	TRANSMIT COL	[✳ 32]Canon UK	1	27/12 16:08

If there is no paper in the multi-purpose tray when power is restored, the LCD displays LOAD PAPER. If this occurs, press **Resume** to return to standby mode. (The MEMORY CLEAR REPORT will not be printed.)

Chapter 14

Summary of Settings

Summary of
Settings

Understanding the Menu System

The MultiPASS menu system allows you to customise the way your unit operates. It consists of six menus, each containing settings that control different functions of your MultiPASS.

Note
- If your MultiPASS is connected to a PC, we recommend using the MultiPASS Suite to adjust settings. (→ p. 3-2)
  - Before adjusting any settings, you may want to print the USER'S DATA LIST to check the current settings. (→ p. 3-9)

Accessing the Menus

Follow this procedure to access the different menus:

1 Press **Function**.

2 Press **Data Registration**.

DATA REGSTRATION

3 Press **Set**.

USER SETTINGS

4 Use ∨ or ∧ to select the menu you want.
- You can select from the following:
  - −USER SETTINGS (→ p. 14-4)
  - −REPORT SETTINGS (→ p. 14-5)
  - −TX SETTINGS (→ p. 14-6)
  - −RX SETTINGS (→ p. 14-7)
  - −PRINTER SETTINGS (→ p. 14-8)
  - −SYSTEM SETTINGS (→ p. 14-9)

Ex:
RX SETTINGS

5 Press **Set** to access the settings under the menu you selected.

Ex:
ECM RX

6 Refer to the appropriate table ($\rightarrow$ following pages) and use these guidelines to select and register settings:

❚ Use $\vee$ or $\wedge$ to scroll through the settings.
❚ To register a setting or access sub-settings, press **Set.**
❚ To return to a previous level, press **Data Registration**.

• For your settings to be registered, be sure to press **Set** after making a selection or entering information.
• If at any stage you wish to return to standby mode, press **Stop**.
• If you pause for more than 60 seconds while accessing a menu, the unit will automatically return to standby mode.

7 When you are finished, press **Stop** to return to standby mode.

Ex:

15:00	FaxOnly

Summary of
Settings

User Settings Menu

For details on accessing the settings below, → pp. 14-2, 14-3.

Setting	Description	Sub-Settings
DATE & TIME	Sets the current date. (→ p. 3-7)	–
UNIT TELEPHONE #	Enters the fax/telephone number you want to appear at the top of each fax page you send. (→ p. 3-7)	–
UNIT NAME	Enters the name or company name you want to appear at the top of each fax page you send. (→ p. 3-7)	–
TX TERMINAL ID	Sets the options for the identification header (TTI).	**ON** OFF
TTI POSITION	Selects the position of the identification header (outside or inside the image area).*	**OUTSIDE IMAGE** INSIDE IMAGE
TELEPHONE # MARK	Selects the prefix for the identification header number. (→ p. 3-6)	**FAX** TEL
SCAN CONTRAST	Selects the scanning contrast. (→ p. 7-4)	**STANDARD** DARKER LIGHTER
OFFHOOK ALARM	Enables/disables the off hook alarm that alerts you that the handset is not seated properly in its cradle.	**ON** OFF
VOLUME CONTROL	Sets the volume of the MultiPASS sounds.	–
CALLING VOLUME	Selects the ring volume when the MultiPASS detects a voice call.	1/**2**/3
KEYPAD VOLUME	Selects the keypad touch beep volume.	O (off)/1/**2**/3
ALARM VOLUME	Selects the error alarm volume.	O (off)/1/**2**/3
LINE MONITOR VOL	Selects the line monitor volume (sound during dialling).	O (off)/1/**2**/3
RX CALL LEVEL	Selects the volume of incoming calls.	**HIGH** STANDARD
TEL LINE TYPE	Selects the dialling method the MultiPASS uses for your telephone line type. (→ p. 3-10)	**TOUCH TONE** ROTARY PULSE**
R-KEY SETTING	Enables dialling through a switchboard. If you select PBX, you can select additional sub-settings. (→ p. 3-11)	**PSTN** PBX

(Default settings are shown in **bold** type.)

* Can only be adjusted for black & white transmissions. For colour transmissions, the TTI information is positioned inside the image area.

** The default setting for Ireland, Hong Kong, and Malaysia is ROTARY PULSE.

Report Settings Menu

For details on accessing the settings below, → pp. 14-2, 14-3.

Setting	Description	Sub-Settings
TX REPORT	Enables/disables automatic printing of a transmission report. (→ p. 11-4) PRINT ERROR ONLY: Prints a report only when a transmission error occurs. OUTPUT YES: Prints a report every time you send a document. OUTPUT NO: No report is printed.	**PRINT ERROR ONLY** OUTPUT YES OUTPUT NO
PRINT WITH IMAGE	If you select PRINT ERROR ONLY or OUTPUT YES above, enables/disables printing of the first page of the fax under the report (black & white faxes only).	**ON** OFF
RX REPORT	Enables/disables automatic printing of a reception report. (→ p. 11-5) OUTPUT NO: No report is printed. PRINT ERROR ONLY: Prints a report only when a reception error occurs. OUTPUT YES: Prints a report every time you receive a document.	**OUTPUT NO** PRINT ERROR ONLY OUTPUT YES
ACTIVITY REPORT	Sets the ACTIVITY REPORT option. (→ p. 11-3)	–
AUTO PRINT	Enables/disables automatic printing of an ACTIVITY REPORT after every 20 transactions.	**ON** OFF

(Default settings are shown in **bold** type.)

Summary of Settings

TX (Transmission) Settings Menu

For details on accessing the settings below, → pp. 14-2, 14-3.

Setting	Description	Sub-Settings
ECM TX	Enables/disables Error Correction Mode (ECM) during transmission.	**ON** OFF
MID PAUSE SET	Selects the length of the pause entered when you press ○●/**Pause**.	**2** SEC (1 to 15)*
AUTO REDIAL	Enables/disables automatic redialling if the other party's line is busy on the first attempt. (→ p. 7-10)	**ON** OFF
REDIAL TIMES	Selects the number of redial attempts.	**2** TIMES (1 to 10)**
REDIAL INTERVAL	Selects the period of time between redial attempts.	**2** MIN. (1 to 99)***
TIME OUT	Enables/disables automatic scanning of documents after the fax number is entered. ON: Scanning begins automatically five seconds after entering the fax number (10 seconds if sending to multiple destinations). OFF: Scanning does not start automatically. (You need to press **Start** to begin scanning.)	**ON** OFF
COLOUR DIRECT TX	Enables/disables sending of colour documents to fax machines that do not have colour faxing capability. OFF: Colour documents cannot be sent to fax machines that do not support colour faxing. ON: Colour documents can be sent to fax machines that do not support colour faxing. (The document is converted to black & white.)	**OFF** ON

(Default settings are shown in **bold** type.)

  * UK: **4** SEC (1 to 15), Hong Kong: **4** SEC (4 to 11).
 ** Australia: 1 to 2, New Zealand: 1 to 5, Malaysia: 1 to 15, Hong Kong: 1 to 3.
*** Singapore: 2 to 99.

RX (Reception) Settings Menu

For details on accessing the settings below, → pp. 14-2, 14-3.

Setting	Description	Sub-Settings
ECM RX	Enables/disables Error Correction Mode (ECM) during reception.	**ON** OFF
RX MODE	Selects the receive mode. (→ Chapter 8) If you select FAX/TEL AUTO SW, you can select additional sub-settings. (→ p. 8-6)	**FAX ONLY MODE** NET SWITCH* FAX/TEL AUTO SW
INCOMING RING	When the MultiPASS is set to FAX ONLY MODE or FAX/TEL AUTO SW, enables/disables ringing when the MultiPASS receives a call.**	**OFF** ON
RING COUNT	Selects the number of incoming rings before the MultiPASS begins receiving.	**2** TIMES (1 to 99)***
MAN/AUTO SWITCH	When the MultiPASS is set to MANUAL MODE, determines if the MultiPASS switches to fax receive mode after it rings for a specified time.	**OFF** ON
F/T RING TIME	If you select ON above, selects the length of time the MultiPASS rings before switching to fax receive mode.	**15** SEC (1 to 99)
REMOTE RX	Enables/disables remote receiving.	**ON** OFF
REMOTE RX ID	If you select ON above, selects the remote receiving ID.	**25** (00 to 99)
MEMORY RX	Enables/disables memory reception of a document (e.g. when an error occurs).	**ON** OFF
COLOUR RX	Enables/disables colour fax reception. (→ p. 8-12)	**ON** OFF

(Default settings are shown in **bold** type.)

* NET SWITCH is only available in Australia and New Zealand. (→ pp. 8-14, 8-16)

** Even if you have set INCOMING RING to ON, ringing will only occur if you have connected the optional handset or a telephone to your unit.

***New Zealand: 1 to 5.

Summary of Settings

Printer Settings Menu

For details on accessing the settings below, → pp. 14-2, 14-3.

Setting	Description	Sub-Settings
RX REDUCTION	Enables/disables reduction of faxes to fit on the paper loaded in the multi-purpose tray.	**ON** OFF
REDUCE DIMENSION	Selects the direction of the reduction.	**VERTICAL ONLY** HORIZ & VERTICAL
PAPER SIZE	Selects the size of the paper loaded in the multi-purpose tray.	**A4** LTR LGL
BOTTOM MARGIN	Selects the length of the bottom margin for colour copying and colour reception. (→ p. 10-4)	**NORMAL** SMALLER
PHOTO INK PRINT	Enables/disables printing of received faxes, documents in memory, reports, and black & white copying with the Photo BJ cartridge.	**ON** OFF

(Default settings are shown in **bold** type.)

System Settings Menu

For details on accessing the settings below, → pp. 14-2, 14-3.

Setting	Description	Sub-Settings
UN/LOCK PHONE	Enables/disables restriction of the MultiPASS. (→ p. 9-6)	–
PASSWORD	Enters a password to restrict access to the LOCK PHONE setting below.	0000 to 9999
LOCK PHONE	Enables/disables restriction of the MultiPASS to make calls and send faxes.	**OFF** ON
DATE SETUP	Selects the date format displayed in the LCD and printed on the faxes you send.	**DD/MM YYYY** YYYY MM/DD MM/DD/YYYY
DISPLAY LANGUAGE	Selects the language of the LCD messages.	**ENGLISH** FRENCH SPANISH GERMAN ITALIAN DUTCH FINNISH PORTUGUESE NORWEGIAN SWEDISH DANISH SLOVENE CZECH HUNGARIAN
TX START SPEED	Selects the speed at which the MultiPASS starts transmitting.	**33600bps** 14400bps 9600bps 7200bps 4800bps 2400bps
RX START SPEED	Selects the speed at which the MultiPASS starts receiving.	**33600bps** 14400bps 9600bps 7200bps 4800bps 2400bps

(Default settings are shown in **bold** type.)

Summary of Settings

Appendix A

Specifications

General Specifications

Power Source
200–240 V/50–60 Hz

Power Consumption
– Maximum: Approx. 45 W
– Standby: Approx. 6.5 W

Weight
6.6 kg (With components attached)

Dimensions (W $\times$ D $\times$ H)

672 mm
428 mm
437 mm
244 mm
255 mm
598 mm
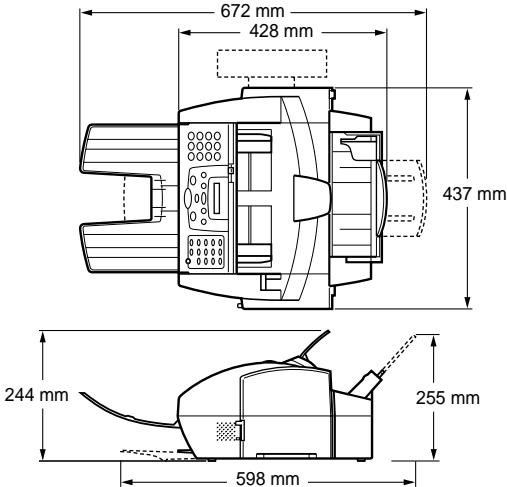
Environmental Conditions
– Temperature: 10°–32.5°C
– Humidity: 20%–85%

Liquid Crystal Display (LCD)
16 $\times$ 1

Display Languages
English/French/Spanish/German/Italian/Dutch/
Finnish/Portuguese/Norwegian/Swedish/Danish/
Slovene/Czech/Hungarian

Applicable Standards
– Electrical Safety: GS, FIMKO
– Radiation: CISPR Pub 22 Class B
– Other: PTT, Energy Star compliant, CE Marking

ADF
→ p. 4-2

Multi-Purpose Tray Capacity
→ p. 5-2

Printable Areas
→ p. 5-3

Scanned Area
→ p. 4-3

Facsimile

Applicable Line
Public Switched Telephone Network (PSTN)

Compatibility
G3

Data Compressing System
MH, MR, MMR, JBIG, JPEG

Modem Type
Fax modem

Modem Speed
33600/14400/9600/7200/4800/2400 bps
 Automatic fallback

Transmission Speed
– Black & White: Approx. 3 seconds/page* at
  33.6 Kbps, ECM-MMR, transmitting from
  memory
– Colour: Approx. 1 minute/page** at 33.6 Kbps,
  ECM-JPEG, transmitting from memory

Scanning Image Processing
– UHQ™ (Ultra High Quality) image enhancement
– Halftones 64 levels of grey
– Density adjustment 3 levels

Transmission/Reception Memory
Up to approximately 416 pages*

Fax Scanning Speed
5.8 seconds/page*

Fax Resolution
– Black & White:
  FAX STANDARD: 8 pels/mm $\times$ 3.85 lines/mm
  FAX FINE: 8 pels/mm $\times$ 7.7 lines/mm
  FAX PHOTO: 8 pels/mm $\times$ 7.7 lines/mm with
   halftones
– Colour:
  FAX STANDARD: 200 $\times$ 200 dpi
  FAX FINE: 200 $\times$ 200 dpi

 *Based on Canon FAX Standard Chart No. 1,
  standard mode.
 **Based on Canon COLOUR FAX TEST SHEET.

Dialling
– Automatic dialling
  One-touch speed dialling (12 destinations)
  Coded speed dialling (100 destinations)
  Group dialling (Max. 111 destinations)
– Regular dialling (with numeric buttons)
– Automatic redialling
– Manual redialling
– Pause button
– Redial button
– D.T. button*

Networking
– Sequential broadcast (Max. 113 destinations)
– Automatic reception
– Automatic Fax/Tel switchover
– Remote reception by telephone (Default ID: 25)
– Non-ring reception
– ECM deactivation
– Network Switch**
– ACTIVITY REPORT (after every 20 transactions)
– Non-delivery report
– TTI (Transmit Terminal Identification)

Copier

Scanning Resolution
– B&W TEXT: 360 × 360 dpi
– B&W PHOTO: 360 × 360 dpi with halftone
– COLOUR DRAFT: 180 × 180 dpi, full colour
– PLAIN PAPER: 360 × 360 dpi, full colour
– HIGH. RES. PAPER: 360 × 360 dpi, full colour
– COLOUR SNAPSHOT: 360 × 360 dpi, full colour
– Black & White Direct Copy: 360 × 360 dpi
– Black & White Memory Copy: 8 pels/mm ×
    7.71 lines/mm

Printing Resolution
360 × 360 dpi

Reduction
70%, 80%, 90%

Enlargement
150%, 200% (COLOUR SNAPSHOT mode only)

* This button is not available in the UK, Ireland, Hong
  Kong, Australia, New Zealand, Singapore, or
  Malaysia.
** This feature is only available in Australia and New
   Zealand.

Copy Speed
– Black & White:
  A4 size: Approx. 3 pages/minute
– Colour:
  COLOUR DRAFT mode, A4 size:
    Approx. 30 seconds/page
  PLAIN PAPER mode, A4 size:
    Approx. 210 seconds/page
  HIGH RES. PAPER mode, A4 size:
    Approx. 305 seconds/page
  COLOUR SNAPSHOT mode, 102 × 152 mm:
    Approx. 120 seconds/page

No. of Copies
– Black & White: Maximum 99 copies
– Colour: 1 copy

Telephone

Connection
Optional handset/telephone/answering machine
  (CNG detecting signal)/data modem

Printer

Printing Method
Bubble Jet ink on-demand

Paper Handling
Automatic feed

Print Media Size and Weight
→ p. 5-2

Recommended Print Media
→ p. 5-4

Print Speed*
– Colour Printing With Colour BJ Cartridge, fast:
    4 pages/minute
– Black Printing With Colour BJ Cartridge, fast:
    6 pages/minute
– Black Printing With Black BJ Cartridge, fast:
    9 pages/minute

Maximum Print Width
203.2 mm

Resolution
1440 (horizontal) × 720 (vertical) dpi

* Based on Canon standard pattern.

BJ Cartridges

Colour BJ Cartridge (BC-33e)
– Nozzles: 48 per colour
– Ink Colours: Black, cyan, magenta, yellow
– Cartridge Yield*: Approx. 300 sheets
    (7.5% coverage per colour)
– Print Head Life: 3000 pages

Photo BJ Cartridge (BC-34e)
– Nozzles: 48 per colour
– Ink Colours: Photo Black, photo cyan, photo
    magenta, yellow
– Cartridge Yield**: Approx. 300 sheets
– Print Head Life: 3000 pages

Black BJ Cartridge (BC-30e)
– Nozzles: 160
– Ink Colour: Black
– Cartridge Yield***: Approx. 500 sheets
– Print Head Life: 5000 pages

Scanner

Scanning Method
Solid-state electronic scanning by contact image
sensor

Scanning Image Processing
– Halftones: 256 levels of grey
– Colour: 16,777,216 colours

Resolution
600×600 dpi

Effective Scanning Width
214 mm

Compatibility
TWAIN

Scanning Speed
– B&W Text (30–150 dpi): 5.4 seconds/page
– B&W Text (151–300 dpi): 10.9 seconds/page
– B&W Text (301–600 dpi): 21.7 seconds/page
– Greyscale (30–150 dpi): 5.4 seconds/page
– Greyscale (151–300 dpi): 10.9 seconds/page
– Greyscale (301–600 dpi): 21.7 seconds/page
– Colour (30–150 dpi): 16.3 seconds/page
– Colour (151–300 dpi): 32.6 seconds/page
– Colour (301–600 dpi): 65.2 seconds/page

* Based on the number of sheets per BJ tank over the
   printable area on plain paper.
** Based on Canon Multi Drop Head Standard Chart.
*** Based on Canon FAX Standard Chart No. 1.

Appendix B
Options

Optional Handset

An optional handset is available for connection to your MultiPASS. Contact your Canon dealer for more information on purchasing this option.

Package Contents

Make sure your handset package includes the following items:

HANDSET CRADLE

HANDSET

SCREWS WITH PLUGS (2)

SCREWS
(Not used for your MultiPASS.)

RINGER VOLUME SWITCH
Use a pen or other pointed
object to select the ring
volume of the handset
(HI, LO, or OFF).
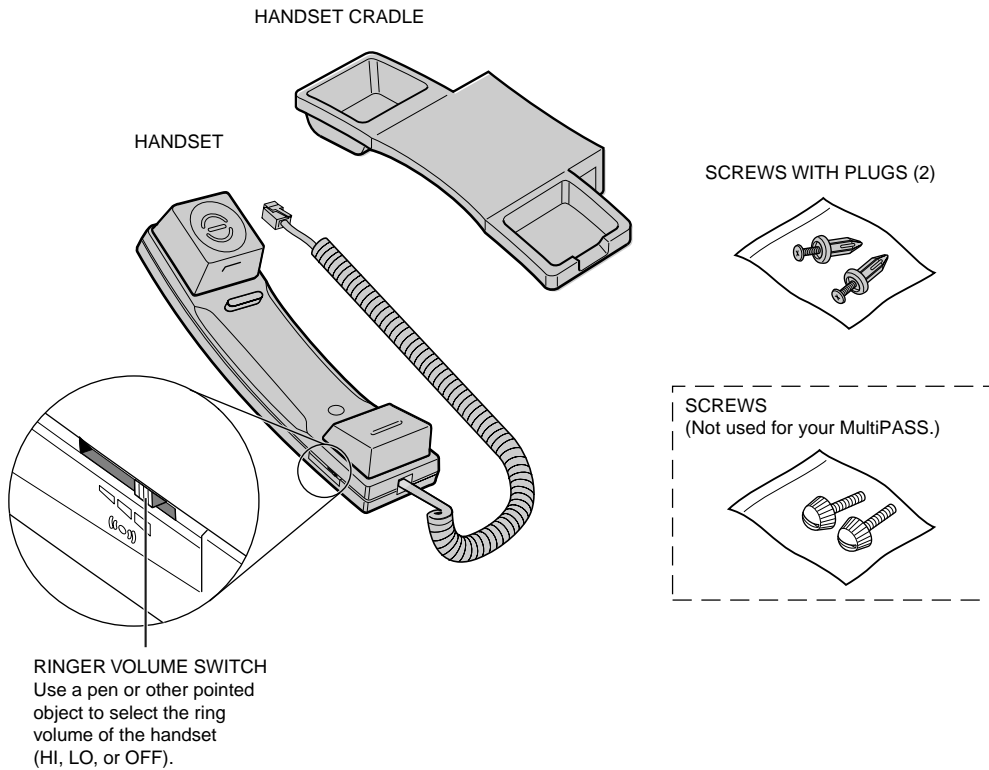
If anything is damaged or missing, notify your Canon dealer immediately.

Note **Ringer Equivalence Number (R.E.N.) (UK only)**
Your British Telecom line has a maximum R.E.N. capacity of 4. Your MultiPASS has an R.E.N. value of 1 (unless otherwise stated), and so does this handset. You can therefore use additional equipment with a total R.E.N. value of up to 2. If the R.E.N. value exceeds 4, the ringer volume will be reduced and one or more of the connected equipment may not function.

Attaching the Handset to Your MultiPASS

Follow this procedure to attach the handset to your MultiPASS:

1 Use a screwdriver to remove the two covers on the left side of the unit.
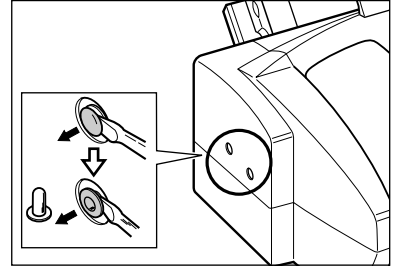
2 Remove the screws from the plugs and insert the plugs into the holes on the handset cradle. Then insert the plugs (with the handset cradle) into the holes on the unit.

   • If you have difficulty inserting the plugs, turn the unit so that the left side is facing you and the right side is against a wall. This will allow you to insert the plugs without the unit moving.
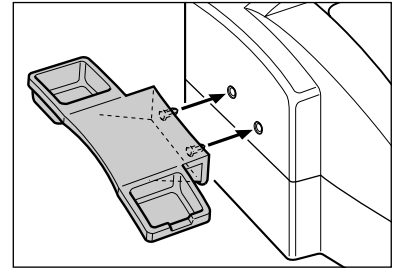
3 Use your finger to push the screws into the plugs.

   • If you have difficulty, use a cross-point screwdriver to *push* the screws all the way into the plugs. (Do not screw them in as the screws may break.)
   • Make sure you support the unit when inserting the screws.
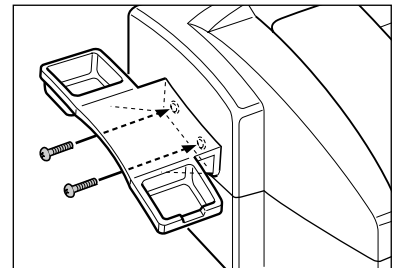
4 Place the handset in its cradle and connect the line from the handset to the 📞 jack.

Maintaining Your Handset

To maintain your handset in top working condition, be sure to follow these guidelines:

• Do not leave your handset exposed to direct sunlight.

• Do not install your handset in hot or humid conditions.

• Do not spray aerosol polishes on your handset since they may enter the holes on your handset and cause damage.

• Use a damp cloth to clean your handset.

Index

Index

M

N

O

Index